

Important Information: AT&T Next

Thank you for choosing Costco.com as the place to purchase your wireless device. This letter will provide you a summary of information with answers to some of the most commonly asked questions regarding wireless service and an outline of member responsibilities. Please feel free to contact our customer service team should you have additional questions regarding your purchase. They can be reached at (888) 369-5931 from 6 AM to 6PM pacific standard time Monday – Friday or via email at OnlineSupport@WirelessAdvocates.com.

Next Financing:

I understand that I am signing a Device Payment Agreement with AT&T, the carrier, to purchase this device. This agreement is with the carrier and not with Costco. After the 14 day trial period, I understand that the agreement is in full force and that I am committed to pay the full amount of the agreement (Loan).

To protect yourself, please consider purchasing the monthly Insurance policy (Mobile Protection Pack) with AT&T, SquareTrade Handset Protection Plan, or AppleCare+ for iPhone/iPad to cover any mishaps that may occur to your device.

AT&T Cancellation Policy

As there is no annual contract term, service can be cancelled at any time. **The Next Installment Plan however, must be cancelled within 14 days of activation.** If you choose to cancel service, the device(s) must be returned in a complete, like-new condition with all accessories, box, and instructions. **If service is cancelled after 14 days, you will be responsible to pay the remaining balance of the Next Installment Plan.** All applicable fees, prorated monthly reoccurring charges, taxes or other charges that accrued to the account through the end of the billing cycle in which cancellation was requested and equipment return date are the responsibility of the subscriber. **Any rebates associated with a handset that has been returned will not be honored.**

Costco.com Cellular Device Return Policy

Costco.com's return policy for cellular devices is 90 days from date of original purchase. Within 90 days you may receive a refund on the handset itself. Within the 90-day period a defective/non-working device may only be exchanged for the exact same model. You will be required to pay the remaining balance of the installment agreement to AT&T before initiating another installment agreement.

Devices may not be returned or exchanged for a different model. Costco.com does not sell replacements or give refunds for broken or damaged devices.

To return your purchase, contact the Wireless Advocates customer service team at (888) 369-5931 from 6 AM to 6PM Pacific Standard Time Monday – Friday or via email at OnlineSupport@WirelessAdvocates.com. **Merchandise should not be returned to a Costco store.**

Refund Process for Device:

- You will be provided with a prepaid label to return the device and a mail-in rebate form for the AT&T Next Installment Plan balance.
- You are responsible to send the device back in complete, like-new condition with all accessories, box, and instructions.
- You will receive a refund for the device, for all monies paid (down payment and tax) to Wireless Advocates within 3-5 business days of device receipt at the Wireless Advocates Distribution Center. This amount will be credited back to the card used for payment.

You must call AT&T Care to cancel your service at 1-800-331-0500.

Refund Process for Next Installment Plan balance:

- You are responsible to send the mail-in rebate form to Stuart Lee in order to receive a refund for the Next Installment Plan balance.
- You will be reimbursed for the full financed amount of the handset via check after you mail in the Refund Mail-In Rebate Form.
- You will receive this refund within 7-10 business days from receipt at Stuart Lee.

If you return the device outside of the 14-day AT&T trial period, you are responsible to pay the balance of the Next Installment Plan (see AT&T Cancellation Policy above).

AT&T Device Repair or Replacement

For defective devices beyond Costco's 90-day return policy but within the 1-year Manufacturer Warranty, AT&T offers a replacement program – Exchange-By-Mail. Please call 1-800-801-1101. AT&T will be able to troubleshoot the problem and provide options. If AT&T diagnoses that your device is defective, they can send you a replacement device (refurbished). AT&T will send a prepaid shipping envelope to return the defective device.

AT&T offers separate Device Protection to cover lost, stolen or damaged equipment. This service must be added or verified as existing by contacting AT&T directly at www.att.com or by phone (800)-331-0500 within 30 days of your purchase.

AT&T Activation Fee & Line Deposits

AT&T charges a \$25 activation fee on your first bill for each new line of service. This fee applies to all lines – Family Talk Secondary, Stand Alone Data, and Mobile Share.

AT&T Next Upgrades

AT&T charges a \$25 upgrade fee to customers who upgrade with a new AT&T Next agreement on a line that was not already on AT&T Next prior to August 1, 2015. At any time, you are eligible to pay off your Next Installment Plan and initiate a new Installment Plan to upgrade your device.

For **AT&T Next customers**, you have the following options:

- a) A 30-month agreement with trade-in to upgrade when 80% of retail price is paid off.
- b) Continue using your current smartphone and after 30 months at the completion your installment plan

For **AT&T Next Every Year customers**, you have the following options:

- a) 24-month agreement with trade-in to upgrade, when 50% of retail price is paid off
- b) Continue using your current smartphone and after 30 months at the completion your installment plan

Trade-In Customers Only: I acknowledge that it is my responsibility to send my Trade-In device directly to AT&T within 14 days of this transaction.

AT&T Billing Cycle – What to Expect on Your First Bill

Pro-rated Minutes: Your rate plan provides included minutes, based on a 30 day billing cycle. Therefore, if you activate service in the middle of a billing cycle, you will receive a prorated amount of minutes based on the number of days your service is active during your billing cycle.

Pro-rated Monthly Bill: If you activate service mid-cycle your monthly access charge will be prorated. Your first bill will contain a prorated amount based on the difference between your billing cycle and activation date. If you have questions about the billing cycle, your wireless service agreement will list your activation date. You can also call AT&T customer service for details 1-800-331-0500.

Handset Protection Plan

Costco offers a separate Handset Protection Plan for purchase that covers damages as a result of accidental drops or spills, which the manufacturer's warranty does not cover. It does not cover abuse. This plan is available for handsets only and does not cover tablets or data devices.

I understand that I am only eligible to purchase a SquareTrade Handset Protection Plan at the time I purchase a handset through Costco.com.

Submitting Your Rebates

Wireless Advocates offers mail in rebates, which are administered by Stuart Lee Rebates. Here are some general reminders regarding your rebates:

- 1) Thoroughly read the instructions on each rebate form within 24 hours of receiving them via email. Submit your rebate within the deadline stated on the rebate form. If a rebate is received without proper paperwork or past the deadline, it may be denied.
- 2) Be sure that your rebate is completely filled out and all wireless phone numbers are listed on your rebate form(s). Please print your name and address clearly (do not abbreviate) to ensure proper issuance of your check.
 - a. If you are porting your number from another carrier, list the permanent phone number (number being ported) on the rebate.
- 3) We suggest you make a copy of all the paperwork you submit and send the original rebate form along with your Costco receipt, service agreement, and any other documents as required.
- 4) When mailing your rebates, please verify that each rebate is mailed to the proper address. You may use one envelope per mailing address. Be sure to include proper postage – a typical package will require two postage stamps.

Submit your rebate within the deadline stated on the rebate form. Our rebate vendor (Stuart Lee) will not accept certified mail. Please send your rebate via regular mail or ask your post office for alternative options that allow tracking without signature.

Tracking Your Rebates

Wireless Advocates rebates can be tracked online at www.stuartleerebates.com. Enter Wireless Advocates or Costco when prompted to enter the name of the company from which you bought your device. Rebates can be tracked using the ID Number found at the bottom of your rebate form(s) or by the activated phone number and zip code. Members can expect to receive their payment(s) within **14 weeks** after receipt at Stuart Lee. Your rebate will be mailed on a postcard style check. If you have not received payment by that time and a status cannot be found online, contact our customer service team at (888) 369-5931 from 6 AM to 6PM pacific standard time Monday – Friday or via email at OnlineSupport@WirelessAdvocates.com.

SquareTrade Cell Phone Protection Plan through Costco.com

Please review the following points of the SquareTrade Handset Protection Plan. For complete details of the plan, please see the Order Summary sheet included with your Protection Plan – this Protection Plan only covers cell phones. **Keep this letter for your records.**

If DECLINING coverage for any handset(s):

I decline the SquareTrade Handset Protection.

As a benefit to its members, Costco provides a substantial discount when purchasing a device with a new 2 year agreement or when upgrading an eligible line. I understand that by declining this protection, if my phone is to incur damage via drops, spills it is not covered under the manufacturer's warranty.

I understand that I am only eligible to purchase a SquareTrade Handset Protection Plan on the day I purchase a handset through Costco.

If PURCHASING Protection Plans for any handset(s):

1. One Plan- One Phone

The Handset Protection Plan only covers one phone. The plan does not cover all the phones on your carrier’s service plan. **The handset Protection Plan must be purchased on the day that I purchase the handset through Costco.**

2. No Loss or Theft

The SquareTrade Protection Plan is *not* insurance and therefore does not include loss or theft protection. The registered handset must be available to send to SquareTrade, Inc. in the event of a claim. (Insurance plans to cover lost, stolen, or damaged equipment can be purchased by contacting the carrier directly.)

3. Drops and Spills

The Protection Plan covers damages as a result of accidental drops or spills, which the manufacturer’s warranty does not cover. It does not cover abuse.

4. Deductibles / Claims

There is a \$85.00 deductible charged for each claim – a maximum of 4 claims during the life of the Protection Plan. There also is a one-time battery replacement (in the event that the original battery won’t hold at least 50% charge) that does not count as one of the 4 claims, and does not require a deductible charge.

5. Replacement of Device

In the event that the registered handset is not covered by the manufacturer’s warranty, it may be replaced by SquareTrade with the same or different, Grade-A remanufactured device, with same or similar features. In the event that a “cash” payment is offered as a resolve to a claim, the Protection Plan will be considered complete. For claims made Friday-Sunday, replacement phones will arrive Tuesday.

6. Plan Cancellation

I understand that in the event that I choose to cancel my Protection Plan, I should process my return by calling Costco.com Customer Service at 1-888-369-5931 to ensure a refund.

Not available in Puerto Rico

Contact Information:

Contact	Hours of operation	Phone number	Online
SquareTrade	24/7	1-877-927-7268	www.squaretrade.com

AppleCare+ for iPhone/iPad through Costco Wholesale

Please review the following points of AppleCare+. For complete details of the plan, please see the Plan Confirmation. **Keep this letter for your records.**

Review your full AppleCare+ terms and conditions at <http://www.apple.com/legal/sales-support/applecare/applecareplus/>

1. One Plan- One Device

AppleCare+ covers one device. The plan does not cover all the devices on your carrier’s service plan. **The AppleCare+ plan must be purchased on the day that I purchase the device through Costco.**

2. No Loss or Theft

AppleCare+ is *not* insurance and therefore does not include loss or theft protection. The covered device must be available to send to Apple in the event of a claim. (Insurance plans to cover lost, stolen, or damaged equipment can be purchased by contacting the carrier directly.)

3. Drops and Spills

AppleCare+ covers damages as a result of accidental drops or spills, which the manufacturer’s warranty does not cover. **It does not cover abuse.** See AppleCare+ Terms & Conditions for definition and details of what is considered abuse.

4. Service Fees / Claims

There is a \$99.00 service fee, plus tax, charged for each iPhone claim. There is a \$29.00 service fee, plus tax, charged for each screen damage claim for iPhone. There is a \$49.00 service fee, plus tax, charged for each iPad claim. **A maximum of 2 claims** due to accidental damage from handling may be processed during the life of the AppleCare+ plan.

5. Service Options

Apple will provide hardware service through one or more of the following: carry-in service, mail-in service, express replacement service, or do-it-yourself service. You may be provided with an Apple Certified replacement product that utilizes refurbished parts or components equivalent to new in performance and reliability.

6. Plan Cancellation

I understand that in the event that I choose to cancel my AppleCare+ plan within 30 days of purchase, I can receive a full refund from Costco if I have not had any service events. In the first 30 days, the AppleCare+ plan can be cancelled at the Kiosk, by the member and this must be done before refunding at the Costco Returns department. **If I choose to cancel my AppleCare+ plan after 30 days, I must contact Apple directly at the phone number below in order to receive a prorated refund.**

7. Upgrading your Device

If you upgrade to another device before your 2 year coverage expires, your new device will not be covered unless you purchase a new AppleCare+ plan at the time of device purchase. You can receive a prorated refund for any remaining months of your previous AppleCare+ coverage by contacting the phone number below.

Not available in Puerto Rico

Contact Information for AppleCare+:

Hours of operation	Phone number	Online
7:00am-10:15pm CST 7 days a week	1-800-APL-Care (1-800-275-2273)	www.apple.com/support/country