

## Important Information: Verizon Wireless 2-year

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](mailto:OnlineSupport@WirelessAdvocates.com).

### Verizon Wireless Cancellation Policy

Verizon Wireless gives all customers a 14-day (including date of purchase) trial period to try out the device and Verizon Wireless service without incurring an early termination fee. If the service is cancelled after the 14-day trial period, Verizon Wireless will charge the subscriber an early termination fee per line of service as follows:

Months Complete	Smartphone \$350	Non-Smartphone \$175
0-6 months	No decrease	No decrease
7-17 months	\$10 reduction per month	\$5 reduction per month
18-22 months	\$20 reduction per month	\$10 reduction per month
22-23 months	\$60	\$30
23-24 months	\$80	\$40

If the subscriber chooses to cancel service, the device(s) must be returned in a complete, like-new condition with all accessories, box, and instructions. All applicable fees, activation fees, prorated access charges, taxes or other charges that accrued to the account through the termination date and equipment return date are the responsibility of the subscriber. **Any rebates associated with a device that has been returned will not be honored.** In addition, the activation fee is non-refundable to customers who disconnect after three days of service.

Service Canceled On:	Days 1-3	Days 4-14	Days 15+
Charges you will be responsible for:	Prorated Usage Charges	Prorated Usage Charges Activation Fee(s)	Prorated Usage Charges, Activation Fee(s) Early Termination Fee

*The device(s) you purchased reflects a discount that is based on activation. If for any reason you cancel your service or your service is terminated within 90 days of activation, the device(s) you purchased should be returned to Costco so that we can continue to offer a value to Costco members.*

### Costco.com Cellular Device Return Policy

To return your purchase, please contact our customer service team. Please do not return your purchase to a Costco warehouse. 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 device itself, including taxes. However, if you cancel service outside of the 14-day Verizon trial period you are responsible for any fees (see [Verizon Cancellation Policy](#) above). All device(s) must be returned in a complete, like-new condition with all accessories, box, and instructions. Within the 90-day period a defective/non-working device may only be exchanged for the exact same model. 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. All cellular device purchases require either a new 2-year activation agreement or a qualified upgrade.

### Verizon Wireless Device Repair or Replacement

For defective devices beyond Costco's 90-day return policy but within the 1-year Manufacturer Warranty, Verizon Wireless offers a replacement program. Please call 1-866-406-5154. Verizon Wireless will be able to troubleshoot the problem for you and advise you of your options. If Verizon Wireless diagnoses that your device is defective, they can send you a replacement device (refurbished or new). Verizon Wireless will send a prepaid shipping envelope to return the defective device. Verizon Wireless offers separate Wireless Phone Protection to cover lost, stolen or damaged equipment. This service must be added or verified as existing by contacting Verizon Wireless directly at [www.vzwphonelprotection.com](http://www.vzwphonelprotection.com) or by phone (800)-430-9490 within 30 days of your purchase.

**Note:** To protect yourself please consider purchasing the monthly insurance policy (Total Mobile Protection) with Verizon, SquareTrade Handset Protection Plan or AppleCare+ for iPhone to cover any mishaps that may occur to your device.

### Verizon Wireless Activation Fee

**A \$40 activation fee will appear on your first bill for each new line of service activated.**

### Verizon Wireless Upgrade Fee

Verizon Wireless charges a one-time \$40 upgrade fee when customers upgrade to a new device on a 2 year plan. The fee applies to all lines- primary and secondary. Verizon Wireless 2-year contract customers qualify for upgrade at 24 months into their contract. An eligible customer qualifies for any applicable rebates when they are signing a 2-year contract extension after meeting the above time limit qualifications.

### Device Upgrade

**You** are responsible for sending back your old device to Verizon Wireless within 14 days of receiving your new device in order to receive credit for the remaining balance on your old device. The device you return must be the one you purchased on your Verizon Device Payment contract prior to the upgrade, a Verizon-issue Certified Like-New Replacement, an AppleCare+ replacement device or an insurance replacement issued under an authorized insurance program approved by Verizon Wireless. The device must be in good working condition (i.e. has functioning battery, powers on and off, is intact and has functioning LCD screen without cracks or breaks, and with working, non-damaged, non-corroded charging/connecting ports) in order to receive credit for the remaining balance from Verizon Wireless.

### Verizon Wireless Billing Cycle – What to Expect on Your First Bill

The first bill from Verizon Wireless will include Partial Billing/Usage Charges for service used from the activation date to the last day of the first billing cycle, monthly service and feature charges for one month in advance, one-time activation/upgrade fee, applicable taxes and fees. If you have questions about the billing cycle please reference your wireless service agreement or contact Verizon Wireless Customer Service at 1-800-922-0204.

### Verizon Data and Contract Renewals

Unlimited data is no longer available on new or upgrading service. **Current Verizon customers with unlimited data renewing their contract will be required to select a new data plan or switch to a Share Everything plan.**

### 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**

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Wireless Advocates rebates can be tracked online at [www.stuartleerebates.com](http://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 (see below). 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](mailto:OnlineSupport@WirelessAdvocates.com).