

# WirelessGround.com RETURN WITHIN 14 DAYS

In Wirelessground.com our mission is to keep you satisfied by providing the best service possible, but we must strictly adhere to our return policy.

## Return Policy:

As a customer of WirelessGround.com, you have a **14 day return policy** from the time that you receive the shipment (tracked through shipping carrier). If within the 14 days you are not satisfied, you may send your product back through our return policy guidelines that are explained further in this section. The customer is responsible for all shipping costs of the product being shipped back to our warehouse located in Glendale, California. The item that you are returning must be in original condition. This means the product must be fully operating to its maximum ability and **MUST** be in original packaging. It must be in a "resale condition". Any product sent back that has cosmetic or other damage, will be denied and no refund will be issued. If the item that you are returning is received by WirelessGround.com and does not meet our criteria of "resale condition," we will not issue any credit. Also, if you return a product that qualified you to receive free shipping, you will be charged \$3.95. Example, you purchase 5 car chargers and the total comes out to \$52.00. If you return one of the car chargers that would make your order amount less than \$50.00, you will be refunded the product you returned, but you will be charged \$3.95, which would be the standard shipping and handling flat fee if your order did not amount to \$50 or higher+. Shipping and handling fees are non-refundable.

## Items we do not accept returns on:

any CD/Software that is opened from its packaging or used

## How do I return an item?

Follow the steps below to return your item(s) correctly to ensure you receive credit.

- 1) Read the Return Policy carefully make sure your item is qualified to be returned.
- 2) Package your item in its "resale condition"
- 3) Include in the package a copy of the original invoice received from WirelessGround.com with the items circled that you wish to return.
- 4) COMPLETELY FILL OUT this return form and include it in the package. (We only accepts returns with the return form filled out completely)

Also, you must clearly label your order number somewhere on the outside of the package. You **MUST SHIP OUT YOUR ITEM** by the 14th calendar day of receiving your package from WirelessGround.com in order to be able to receive a credit. Send your package to WirelessGround.com via a traceable shipping carrier such as UPS, DHL, FEDEX, or the United States Postal Service (delivery confirmation). WirelessGround.com is not responsible for return items lost by the shipping carrier.

## YOU MUST SEND YOUR PACKAGE TO

WirelessGround.com  
316 Mira Loma Avenue  
Glendale, CA 91204-2913  
United States

- 3) After we receive the package and everything is in compliance with the Return Policy, your credit card will be credited for item amount less shipping and handling fees. No refund will be issued if the product is damaged or is missing a component. You will receive a credit on credit card within 14 business days of WirelessGround.com receiving your package. If you do not receive any notification from WirelessGround.com customer service via email within two business days after the initial 14 business day period, please contact [sales@wirelessground.com](mailto:sales@wirelessground.com) immediately regarding your items returned.

If you would like your purchased item to be exchanged (replaced), please note in the form below.

Product Name	Refund or Replace <u>write which one</u>	Item No.	Qty.	Reason

**I have read and agree to your return policy.**

First and Last Name: (print) .....

WirelessGround.com Order Number: .....

Customer signature .....

Date: .....