

WirelessGround.com WARRANTY EXCHANGE FORM

GENERAL PRODUCTS WARRANTY. All after-market products sold at WirelessGround.com, except for batteries, are accompanied with a 12 month warranty. If your product is not labeled OEM somewhere in the item's description, then it is an aftermarket product. To be certain, you may contact sales@wirelessground.com to further verify. This warranty is applied to any aftermarket product that fails to function due to manufacturer defect. If it is deemed that your product is not functioning due to manufacturer defect, your product will either be repaired at no cost or you will receive a new product at no cost. If the product that you purchased is not being sold at WirelessGround.com at the time of warranty exchange, then WirelessGround.com will replace it with a comparable product. Damaged products do not fall into this category. If we deem the product is not covered under the warranty (at our own discretion), your warranty exchange will be rejected and the product will become property of WirelessGround.com.

Batteries:

All batteries for wireless phones come with a 30 day warranty from the day that you receive the shipment. The battery must be defective due to manufacturer defect and not functioning. Any battery that is not functioning due to customer inflicted damages is not covered under the 30 day warranty. If the battery does not hold a charge, that is not covered under this warranty. You must follow the instructions written in your wireless phone's manual regarding battery charging instructions. WirelessGround.com recommends that when you receive your battery, you charge it for 12 hours without interruption for the first time. After you charge it for 12 hours, use the phone till it drains out the power and repeat this at least 3 times after to prevent the battery from not functioning properly.

OEM PRODUCTS: Some of the products that WirelessGround.com sells are Original Equipment Manufacturer items. This means that the Manufacturer (ex. Motorola) covers the warranty and not WirelessGround.com. For "OEM" product warranties, please refer to the manufacturer for details. All OEM products display "OEM" somewhere in the product description of the item. If your product does not display original, or OEM product anywhere in the Item description, then you must refer to the GENERAL PRODUCTS WARRANTY policy. If you would like more information on how to contact your manufacturer, please contact customerservice@wirelessground.com and we will be able to further assist your needs.

How do I process a warranty?

Ship us your defective item(s) accompanied with your original receipt, this warranty exchange form completely filled out, and a check for \$3.95.

Damage received while in transit by your shipper is not our responsibility. All procedures must be followed accurately or warranty exchange will be denied.

You must include a check (personal/company) payment of \$3.95 (non refundable) made out to WirelessGround.com and include this in a sealed envelope in your shipment box. The \$3.95 is to cover the cost of WirelessGround.com shipping you your new or repaired product back to your address. This fee cannot be waived and is an enforced procedure. If you send the shipment without the check of \$3.95 made out to WirelessGround.com, WirelessGround.com will reject your exchange and your shipment will be property of WirelessGround.com.

Please ship your package to:
WirelessGround.com
Attention: Customer Service
316 Mira Loma Avenue
Glendale, CA 91204
United States

After we receive the package and everything is in compliance with the Warranty Policy, your new or repaired warranty product will be shipped out from our Sylmar, CA warehouse within 14 days using our selected shipping carrier. You will then receive an e-mail confirming delivery date.

| Product Name | Item No. | Qty. | Reason |
|--------------|----------|------|--------|
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I have read and agree to your warranty policy.

First and Last Name: (print)

WirelessGround.com Order Number:

Customer signature

Date:

Please state below the address you would like the exchanged item to be sent to: