

Advance Exchange Process

How it works

WORRY FREE

In the unlikely event that our device fails, we will send you a replacement device. We also give you 30 days to ensure your data is moved over from the old device and it is set-up to your satisfaction, before you return your old device.

SIMPLE PROCESS

Getting a replacement device has never been easier. In most cases it is one phone call away, and your replacement device could be in your hands the next day.

SAFE & SECURE

Your data is always safe, whether you are able to delete your data or not, we securely delete all device data with government grade technology.



1. Any user with a faulty device contacts their designated IT Support number for trouble shooting
 - This could be their internal IT Support team or Evergreen Wireless directly
2. If the device is deemed defective, and within the warranty period, an Advance Exchange replacement claim is initiated
 - The claim is done automatically when troubleshooting directly with Evergreen Wireless
 - Internal Customer IT Support teams can initiate the claim through their Customer Support Portal
3. A replacement device will be shipped from Evergreen Wireless to the customer or end user
 - The replacement device will be the same model and specs or better, depending on availability
 - A return addressed shipping envelope will also be included
4. Once the replacement device is received the customer is given 30 days to return the defective device.
 - The customer is responsible for transferring their SIM Card and data to the new replacement device
 - The faulty device is placed into the return shipping envelope provided with the replacement device
 - The customer is responsible for deleting any sensitive data from the faulty device, however Evergreen Wireless will also securely wipe all customer devices upon receiving them
 - Once the faulty device is ready to be returned, the customer can either contact Evergreen Wireless or the courier directly to initiate the pickup

NOTE: The original device is not returned to the customer, it is repaired and refurbished for future use, or disassembled for parts.

