

## How do Bell equipment returns and refunds work?

[Go to Mobility support](#)

### Return policy for Bell Mobility customers



#### Returns policy

At Bell, we want to be sure you're happy with your device. If you're not completely satisfied, you may exchange or return your device if you meet the following five conditions:

- You return the device within 15 days of your commitment start date.
- If purchased at a store, you return the device and original receipt to your purchase location. If purchased online, you return the device via mail.
- The device is in "like new" condition with all original packaging, manuals and accessories included.
- The usage meets the following requirements:
  - Monthly plan customers:** You have not used the device excessively, in violation of our Responsible Use of Bell Services Policy.
  - Prepaid service customers:** The device has not exceeded 30 minutes of voice usage or 50 MB of data usage.
- You did not get it on clearance. A no return/no refund policy applies to all clearance devices.

You are responsible for all service charges incurred prior to returning the device. SIM cards and headsets cannot be exchanged or refunded once opened or activated. You can return up to two devices per subscriber on your account during the same 15-day return period.

If you are a person with a disability, the same conditions apply, however, you may return your device within 30 days of your commitment start date.

[Learn how to return your device](#)

### Return policy for accessories purchased from Bell



### Returning your newly purchased Bell Mobility device



### Returning your Internet modems, Wi-Fi pods and TV receivers



### How to cancel a service



### Refunds



### Final bill



### How to ship mobile devices and/or lithium batteries



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