Sprint Customer Information

Thank you for choosing Shopmyexchange.com as the place to purchase your wireless device. This letter provides a summary of information with answers to some of the most commonly asked questions regarding wireless devices/services and an outline of customer responsibilities. Please feel free to contact our customer service team if you have additional questions. We can be reached at (866) 374-0804 from 6am to 6pm pacific standard time Monday-Friday or via email at emcsupport@wirelessadvocates.com. In the event that this document contradicts the Sprint Wireless Customer Agreement with respect to the Sprint Wireless service, the Sprint Wireless Customer Agreement shall take precedence.

Sprint Cancellation Policy

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

Advanced Handset:

\$350 Early Termination Fee (Prorated amount is calculated by taking the months remaining on your service agreement times \$20, with a maximum of \$350 and a minimum of \$100.) Note: Visit www.sprint.com/etf for details on Sprint handset types.

Standard Handset:

\$200 Early Termination Fee (Prorated amount is calculated by taking the months remaining on your service agreement times \$10, with a maximum of \$200 and a minimum of \$50.) Note: Visit www.sprint.com/etf for details on Sprint handset types.

Any rebates associated with equipment that has been returned will not be honored.

The handset(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 14 days of activation, the handset(s) you purchased should be returned in accordance with Wireless Advocates' return policies so that we can continue to offer a value to Exchange customers.

Military Exchange 14-Day Return Policy

The Military Exchange return policy for wireless products is **14 days** from date of purchase. Within 14 days you may receive a refund on the product itself and cancel service without incurring an early termination fee. If service is canceled after the 14 day trial period, you will be responsible for any applicable early termination fees (see Sprint Cancellation Policy above for details). Returned products must be in complete, like-new condition with all original packaging, accessories, and instructions. SIM card sales are final due to possible confidential information saved after activating a device.

Military Suspension

Military customers who deploy or are transferred to an area without Sprint service have the ability to suspend service for up to 36 months. The customer's account must be in good standing and time spent on Military Suspension does not count toward fulfillment of the service agreement. Verification of deployment or transfer may be required. Please contact Sprint at 1-866-954-0492 for details.

Military Personnel Discount

Sprint offers a 15% discount to qualifying customers on recurring service charges, not including overage costs, long distance, roaming, taxes, fees or other charges.

Sprint Repair or Replacement

For defective phones beyond Sprint's 14-day return policy but within the 1-year Manufacturer Warranty, Walk-in repair/service is available at your local Sprint Retail Store with a charge of \$75. The \$75 fee will NOT cover liquid damage or physical damage. Sprint offers separate Total Equipment Protection to cover lost, stolen or damaged equipment. If interested in this service, you must contact Sprint directly within 14 days of activation of your phone.

Sprint Activation Fee

A \$36 activation fee will appear on your first bill for each new line of service activated.

Sprint Upgrades

Sprint charges an \$36 upgrade fee when customers upgrade to a new handset. The fee applies to upgrades to new devices and is per line – primary and secondary.

Sprint Billing Cycle

Pro-rated Minutes: Your rate plan provides included minutes, based on a 30 day billing cycle. Therefore, if you activate service in the middle of a billing cycle, you will receive a prorated amount of minutes based on the number of days your service is active during your billing cycle.

Pro-rated Monthly Bill: If you activate service mid-cycle your monthly access charge will be prorated. Your first bill will contain a prorated amount based on the difference between your billing cycle and activation date. If you have questions about the billing cycle, your wireless service agreement will list your activation date. You can also call Sprint customer service for details 1-888-211-4727.

Submitting Your Rebates

Wireless Advocates offers two types of rebates – Carrier Rebates and Wireless Advocates Rebates (administered by Stuart Lee). Here are some general reminders regarding your rebates

- 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.
- 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.
- Carrier rebates often require that you send in your UPC code located on the box of your phone. Please do not throw away the box until you verify that your particular rebate does not require this. We suggest you make a copy of the paperwork you submit and send the original rebate form along with your receipt, service agreement, and any other documents as required.
- 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.
- 5 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

Wireless Advocates Rebates (mailed to Stuart Lee)

Wireless Advocates rebates can be tracked online at www.stuartleerebates.com. Enter Wireless Advocates when prompted to enter the name of the company from which you bought your phone. Rebates can be tracked using the ID Number found at the bottom of your rebate form(s) or by the phone number and zip code. Your rebate will be mailed on a postcard style check (see below). If you have not received payment by 16 weeks after rebate submission and a status cannot be found online, contact your wireless kiosk. It will take approximately 5 business days to do additional research regarding your rebate.

Members can expect to receive their payment(s) within 16 weeks after you have submitted your rebate.

