

# T-Mobile Customer Information

Thank you for choosing Costco.com as the place to purchase your wireless phone. This letter will provide you a summary of information with answers to some of the most commonly asked questions regarding wireless phone service and an outline of member responsibilities. Please feel free to contact our customer service team should you have additional questions regarding your purchase. They can be reached at (888) 369-5931 from 6 AM to 6PM pacific standard time Monday – Friday or via email at [OnlineSupport@WirelessAdvocates.com](mailto:OnlineSupport@WirelessAdvocates.com).

## T-Mobile Simple Choice Customers

T-Mobile's Simple Choice Plans include no activation fee, no annual rate plan contract, lower monthly service fees, and the ability to purchase new updated devices at any time through the Equipment Installment Program (**EIP**). For questions regarding all aspects of an EIP transaction, contact T-Mobile directly by dialing 611 from your handset. Refer to the Privacy Disclosures section of your EIP Terms and Conditions for any privacy questions or concerns regarding the EIP Agreement.

### Equipment Installment Program (EIP):

1. Only the Billing Responsible Party/Primary Account Holder is eligible to initiate EIP.
2. **Device Payment:** Down payment and tax on full retail of the device will be charged at point of sale. The balance on EIP will begin on the second bill and will be divided equally over 24 monthly installments.
3. **Billing:**
  - o EIP billing and monthly installment details can be found in the **Other Charges** section of both the paper bill and e-Bill.
  - o *Monthly EIP installments are charged on the account level even though the purchase itself is associated with an individual line on the account.*
  - o EIP installments are added to the customer's bill approximately two days before the customer's billing cycle closes.

## T-Mobile Cancellation Policy

As there is no annual contract term, service can be cancelled at any time. If the subscriber chooses to cancel service and wishes to receive a refund for the device and/or a cancellation of the EIP agreement, the device(s) must be returned in a complete, like-new condition with all included accessories, box, and instruction within the Costco Cellular Device Return Policy outlined below. All applicable fees, prorated monthly reoccurring charges, taxes or other charges that accrued to the account through the end of the billing cycle in which cancellation was requested, and equipment return date are the responsibility of the subscriber. If an account with an open EIP is canceled outside of the Costco Return Policy or the device is not returned as required, the entire EIP balance on the canceled account will be due in full immediately on your next bill. This will occur two days after the cancellation. EIP charges cannot be moved to a new account.

## Costco Cellular Device Return Policy

Costco's return policy for cellular devices is 90 days from date of original purchase. Within 90 days you may receive a refund on the device itself. All device(s) must be returned in a complete, like-new condition with all included accessories, box, and instructions. Within the 90-day period a defective/non-working device may only be exchanged for the exact same model. Costco does not sell replacements for broken or damaged devices. Devices may not be returned or exchanged for a different model. All cellular device purchases must be eligible either for a new activation or a qualified upgrade. **Any rebates associated with a device that has been returned will not be honored.**

## Costco.com Cellular Phone Return Policy

To return your purchase, please contact our customer service team. Please do not return your purchase to a Costco warehouse. Costco.com's return policy for cellular phones is 90 days from date of purchase. Within 90 days you may receive a refund on the handset itself. All phone(s) must be returned in a complete, like-new condition with all accessories, box, and instructions. Within the 90-day period a defective/non-working phone may only be exchanged for the exact same model. Costco.com does not sell replacements for broken or damaged phones. Phones may not be returned or exchanged for a different model. All cellular phone purchases require either a new activation agreement or a qualified upgrade.

## T-Mobile Device Repair or Replacement

For defective devices beyond Costco's 90 day return policy, but within the 1-year manufacturer warranty, you may contact the manufacturer directly to discuss repair or replacement options or participate in T-Mobile's optional Handset Exchange Program. Please call 1-800-937-8997. T-Mobile will be able to troubleshoot the problem for you and advise you of your options. If T-Mobile diagnoses that your device is defective, they will send you a replacement device. T-Mobile will send a prepaid shipping envelope for you to return the defective device. A service fee for the replacement will be assessed to your T-Mobile account as part of the Handset Exchange Program. **T-Mobile offers separate Premium Handset Protection (PHP) to cover lost, stolen or damaged equipment. This service may be added by contacting T-Mobile directly within 14 days of new equipment activation.**

**Note:** To protect yourself please consider purchasing JUMP, SquareTrade Handset Protection Plan or AppleCare+ for iPhone/iPad to cover any mishaps that may occur to your device.

## T-Mobile Cash Card Credit- Costco Exclusive

As a valued Costco member, you will receive a \$25 Costco Cash Card for each line of service for each device purchased on Costco.com, via mail. This card will be mailed to you within 10 business days after your purchase. Line must be active at time of Cash Card issuance.

## T-Mobile Billing Cycle – What to Expect on Your First Bill

The first bill from T-Mobile will include Partial Billing/Usage Charges for services used from the activation date to the last day of the first billing cycle, the monthly reoccurring charge for the next bill cycle (in advance), and applicable taxes and fees. If you have questions about your billing cycle, please reference your wireless service agreement or contact T-Mobile Customer Service at 1-800-937-8997.

## ETF Reimbursement Program

T-Mobile offers an ETF reimbursement and device trade-in credit for customers who make the switch to T-Mobile from a contracted plan with an early termination fee with any carrier.

**Device Recovery:**

The device must be intact, in working condition, able to turn on, with no screen cracks/chips/leaks, or liquid damage to be eligible for trade-in credits. Non-working and damaged devices must be traded in for \$0 value to participate in the ETF Reimbursement Program. You are responsible for securely packaging the device and shipping within 30 days of the transaction. The final trade-in value will be assessed upon receipt of the device and is determined by the condition in which the device is received. Theft, damage or other factors that impact the device condition while in transit are the customer's responsibility. Prior to shipping the traded device, you are responsible to back up all personal data and remove personal information, passwords and locks from the device, including Find My iPhone feature. Once the device is shipped it cannot be returned to the customer. Once your trade-in device is received, you will be alerted via SMS or email regarding the status of your trade-in credit. The trade-in credit will be applied to your T-Mobile bill within 3 billing cycles.

**ETF Reimbursement:**

It is your responsibility to pay your final bill for your previous carrier, including ETF, prior to receiving your ETF reimbursement. In order to receive the ETF reimbursement, it is your responsibility to submit a fully completed reimbursement form either by mail, or online at: [switch2tmobile.com](http://switch2tmobile.com), along with the final bill (from your previous carrier) which includes your name, address, phone number(s) and Early Termination Fee (ETF) amount(s).

You must submit your final bill showing the ETF within 2 calendar months of activation, be active and in good standing when payment is processed. Valid ETF reimbursement requests will be paid in the form of a prepaid MasterCard and will take 4 - 8 weeks from receipt to process. Additional validation may be required. You can check the status of your reimbursement at [switch2tmobile.com](http://switch2tmobile.com).

\*See Early Termination Fee Reimbursement Form for further details

**JUMP! Program Customers/Upgrades**

For an additional charge, T-Mobile customers can add JUMP! to their line of service. Please see Wireless Sales Expert at the kiosk for details.

- JUMP! (1)- Customers who added JUMP! prior to 2/23/14 are eligible for two JUMP! upgrades within 12 months, starting 180 days after activation. Customers can switch to JUMP!(2) during an activation or upgrade with EIP but are not required to.
- JUMP! (2)- Customers who activated JUMP! after 2/23/14 are eligible to upgrade at any time, once the current EIP balance is paid by 50%. The current device must be traded in. The remaining 50% EIP balance will be cleared and a new EIP will be initiated for the upgraded device.
- Non- JUMP! upgrades- Customers who do not have JUMP! are eligible to upgrade at any time and must pay 100% of any outstanding EIP balance prior to initiating a new EIP agreement.