

# Costco.com/Wireless Advocates Information for Verizon Wireless Customers

Thank you for choosing Costco.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 and an outline of member responsibilities. Please feel free to contact our customer service team if you have additional questions. 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). In the event that this document contradicts the Verizon Wireless Customer Agreement with respect to the Verizon Wireless service, the Verizon Wireless Customer Agreement shall take precedence.

## Verizon Wireless Service Cancellation Policy

Verizon Wireless charges an early termination fee if service is cancelled 14 days after the activation date. Please visit <http://MembershipWireless.com/index.cfm/go/content/do/faq/#contactCC> for details. The Verizon Wireless activation fee is non-refundable to customers who disconnect after 3 days of service.

## Costco.com Wireless Device Return Policy

*The wireless device(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 90 days of activation, the wireless device(s) you purchased should be returned in accordance with Wireless Advocates return policy to Costco so that we can continue to offer a value to Costco members.*

To return your wireless device, please contact our customer service team. Please do not return your wireless device to a Costco warehouse. Within 90 days you may receive a refund on the handset itself. However, if you cancel service outside of the 14-day Verizon trial period you are responsible for any fees (see *Verizon Cancellation Policy* above). 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 2-year activation agreement or a qualified upgrade.

## Verizon Wireless Device Repair or Replacement

For problems with your wireless device within the 1-year manufacturer warranty period, please call Verizon Wireless 1-866-406-5154. If Verizon Wireless determines that your wireless device has a manufacturing defect, they can send you a replacement wireless device (refurbished or new).

## Verizon Wireless Activation Fee

A \$35 activation fee will appear on your first bill for each new line of service activated.

## Verizon Wireless Upgrade Fee

Verizon Wireless charges a \$30 upgrade fee when customers upgrade to a new handset. The fee applies to all lines- primary and secondary. Verizon Wireless 2-year contract customers qualify for upgrade at 24 months into their contract. An eligible customer qualifies for any applicable rebates when they are signing a 2-year contract extension after meeting the above time limit qualifications.

## Verizon Wireless Billing Cycle

*Pro-rated Bill:* When you activate a new line of service, Verizon Wireless will bill for a partial month or portion of the monthly access charge calculated from the date you began service to the last day of your bill cycle, plus the next month's access charge in advance. For more information regarding your first bill, please visit [support.vzw.com](http://support.vzw.com) to review the FAQ's.

## Costco.com / Wireless Advocates Upgrade Eligibility

- A customer with a 1-year Verizon Wireless service agreement qualifies for an upgrade after 10 months.
- A customer with a 2-year Verizon Wireless service agreement qualifies after 24 months.
- An eligible customer qualifies when signing a 2-year contract extension after meeting the above time limit qualifications.

## Submitting Mail-In Rebates

Wireless Advocates rebates are administered by Stuart Lee. Here are some general reminders regarding your rebates:

- 1) Thoroughly read the instructions on each rebate form within 20 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.
- 2) 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.
- 3) When mailing your rebate, 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.

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- 4) 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](http://www.stuartleerebates.com). Enter Wireless Advocates or Costco when prompted to enter the name of the company from which you bought your wireless device. 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. You can expect to receive your payment(s) within **16 weeks** after you have submitted your rebate. Your rebate will be mailed on a postcard style check (see below). If you have not received payment by that time and a status cannot be found online, contact our customer service team at (888)369-5931 or [OnlineSupport@WirelessAdvocates.com](mailto:OnlineSupport@WirelessAdvocates.com). It will take approximately 5 business days to do additional research regarding your rebate.

<b>WIRELESS ADVOCATES INC.</b> Stuart Lee Rebate Center P.O. Box 2670 Lynnwood, WA 98036	Wells Fargo Bank 18.034 / 1250	Account # Date Check # VOID AFTER 90 DAYS	FIRST CLASS U.S. POSTAGE PAID LYNNWOOD WA
Thank you for participating in the Cellular Rebate Program at our kiosk (in Costco) If you submitted more than one rebate they may arrive at different times.			
Pay: _____		Pay To The Order Of:	
NOT TO EXCEED			
		<b>CUSTOMER NAME</b> <b>10 MAIN STREET</b> <b>ANYWHERE, USA 00001</b>	

⑆ 1 25008 54 7 ⑆

This is your rebate check  
Fold at perforation and detach before depositing

# SquareTrade Cell Phone Protection Plan through Costco.com

Please review the following points of the SquareTrade Handset Protection Plan. For complete details of the plan, please see the Order Summary sheet included with your Protection Plan – this Protection Plan only covers cell phones. ***Keep this letter for your records.***

## If DECLINING coverage for any handset(s):

I decline the SquareTrade Handset Protection.

As a benefit to its members, Costco provides a substantial discount when purchasing a device with a new 2 year agreement or when upgrading an eligible line. I understand that by declining this protection, if my phone is to incur damage via drops, spills it is not covered under the manufacturer's warranty.

I understand that I am only eligible to purchase a SquareTrade Handset Protection Plan on the day I purchase a handset through Costco.

## If PURCHASING Protection Plans for any handset(s):

### 1. One Plan- One Phone

The Handset Protection Plan only covers one phone. The plan does not cover all the phones on your carrier's service plan. **The handset Protection Plan must be purchased on the day that I purchase the handset through Costco.**

### 2. No Loss or Theft

The SquareTrade Protection Plan is *not* insurance and therefore does not include loss or theft protection. The registered handset must be available to send to SquareTrade, Inc. in the event of a claim. (Insurance plans to cover lost, stolen, or damaged equipment can be purchased by contacting the carrier directly.)

### 3. Drops and Spills

The Protection Plan covers damages as a result of accidental drops or spills, which the manufacturer's warranty does not cover. It does not cover abuse.

### 4. Deductibles / Claims

There is a \$50.00 deductible charged for each claim – a maximum of 4 claims during the life of the Protection Plan. There also is a one-time battery replacement (in the event that the original battery won't hold at least 50% charge) that does not count as one of the 4 claims, and does not require a deductible charge.

### 5. Replacement of Device

In the event that the registered handset is not covered by the manufacturer's warranty, it may be replaced by SquareTrade with the same or different, Grade-A remanufactured device, with same or similar features. In the event that a "cash" payment is offered as a resolve to a claim, the Protection Plan will be considered complete.

### 6. Plan Cancellation

I understand that in the event that I choose to cancel my Protection Plan, I should process my return by calling Costco.com Customer Service at 1-888-369-5931 to ensure a refund.

**Not available in Puerto Rico**

## Contact Information:

Contact	Hours of operation	Phone number	Online
SquareTrade	24/7	1-877-927-7268	www.squaretrade.com