

Costco.com/Wireless Advocates Information for Verizon Wireless Prepaid Data Device 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. 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.

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. The wireless device(s) must be returned in a complete, like-new condition with all accessories, box, and instructions. Costco.com's return policy for wireless devices is 90 days from the date your order is submitted. Within 90 days you may receive a refund on the wireless device itself. Costco.com is unable to exchange or sell a replacement wireless device 14 days after your order is submitted. Any rebates associated with a wireless device that has been returned will not be honored.

Costco.com Wireless Device Exchange Policy

To exchange your wireless device, please contact our customer service team. Please do not bring your wireless device to a Costco warehouse. Costco.com's exchange policy for wireless devices is 90 days from the date your order is submitted. During the exchange process you will be charged the full retail price for your replacement wireless device until we receive your original wireless device. Upon receipt and processing of your original wireless device we will refund the full price of your replacement wireless device.

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).

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 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.
- 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.
- 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. 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. It will take approximately 5 business days to do additional research regarding your rebate.

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| WIRELESS ADVOCATES INC. 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 | | | |
|  | | CUSTOMER NAME 10 MAIN STREET ANYWHERE, USA 00001 | |

1 25008 54 71

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

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