

# 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](mailto: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](http://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](http://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<sup>1</sup> 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 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.

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