

# 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 at [www.myPHPinfo.com](http://www.myPHPinfo.com) or by phone (866) 866-6285 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.

AppleCare: (will not be available at launch for iPhone 6s and 6s Plus).

Purchase AppleCare+ for your new iPhone 6s or 6s Plus within 60 days of your purchase: At an Apple Retail Store (inspection of iPhone and proof of purchase are required) OR call (800) 275-2273 (requires you to run a remote diagnostic and provide proof of purchase) See AppleCare+ Terms and Conditions for complete product details.

**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.

## 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. For claims made Friday-Sunday, replacement phones will arrive Tuesday.

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

## AppleCare+ for iPhone/iPad through Costco Wholesale

Please review the following points of AppleCare+. For complete details of the plan, please see the Plan Confirmation. **Keep this letter for your records.**

Review your full AppleCare+ terms and conditions at <http://www.apple.com/legal/sales-support/applecare/applecareplusnaen.html>

1. **One Plan- One Device**

AppleCare+ covers one device. The plan does not cover all the devices on your carrier's service plan. **The AppleCare+ plan must be purchased on the day that I purchase the device through Costco.**

2. **No Loss or Theft**

**AppleCare+ is *not* insurance and therefore does not include loss or theft protection.** The covered device must be available to send to Apple 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**

AppleCare+ covers damages as a result of accidental drops or spills, which the manufacturer's warranty does not cover. **It does not cover abuse.** See AppleCare+ Terms & Conditions for definition and details of what is considered abuse.

4. **Service Fees / Claims**

There is a \$79.00 service fee, plus tax, charged for each iPhone claim for iPhone 5c, iPhone 5s, iPhone 6, and iPhone 6 Plus. There is a \$49.00 service fee, plus tax, charged for each iPad claim. **A maximum of 2 claims** due to accidental damage from handling may be processed during the life of the AppleCare+ plan.

5. **Service Options**

Apple will provide hardware service through one or more of the following: carry-in service, mail-in service, express replacement service, or do-it-yourself service. You may be provided with an Apple Certified replacement product that utilizes refurbished parts or components equivalent to new in performance and reliability.

6. **Plan Cancellation**

I understand that in the event that I choose to cancel my AppleCare+ plan within 30 days of purchase, I can receive a full refund from Costco if I have not had any service events. In the first 30 days, the AppleCare+ plan can be cancelled at the Kiosk, by the member and this must be done before refunding at the Costco Returns department. **If I choose to cancel my AppleCare+ plan after 30 days, I must contact Apple directly at the phone number below in order to receive a prorated refund.**

7. **Upgrading your Device**

If you upgrade to another device before your 2 year coverage expires, your new device will not be covered unless you purchase a new AppleCare+ plan at the time of device purchase. You can receive a prorated refund for any remaining months of your previous AppleCare+ coverage by contacting the phone number below.

**Not available in Puerto Rico**

**Contact Information for AppleCare+:**

Hours of operation	Phone number	Online
7:00am-10:15pm CST 7 days a week	1-800-APL-Care (1-800-275-2273)	<a href="http://www.apple.com/support/country">www.apple.com/support/country</a>