**Device Policy**

**1. Device Compatibility**

- **Supported Devices:** Mob5 supports a wide range of mobile devices, including smartphones, tablets, and mobile broadband devices. For a list of compatible devices, please visit our website at [Mob5 Compatible Devices](http://www.mob5.com/compatible-devices).

- **Network Requirements:** Devices must support the frequency bands used by Mob5 for optimal performance. Please ensure your device is unlocked and supports GSM/LTE standards.

- **Device Verification:** Users can verify if their device is compatible by entering the device's IMEI number on our website or contacting Customer Support.

**2. Purchasing Devices**

- **New Devices:** Mob5 offers a variety of new devices for purchase through our online store and retail locations. All new devices come with a manufacturer warranty.

- **Certified Pre-Owned Devices:** We also offer certified pre-owned devices that have been tested and refurbished to ensure quality and performance.

**3. Device Financing**

**- Financing Options:** Mob5 provides flexible financing options for device purchases, including installment plans. Terms and conditions apply.

**- Eligibility:** Financing is subject to credit approval. Users can apply for financing during the checkout process.

**- Payment Terms:** Monthly installment payments will be added to the user’s Mob5 bill. Early payoff options are available.

**4. Warranty and Repairs**

- **Manufacturer Warranty:** New devices purchased from Mob5 come with a standard manufacturer warranty. The duration and terms of the warranty vary by manufacturer.

- Extended Warranty: Users can purchase extended warranty plans for additional coverage.

- Repair Services: Mob5 offers repair services for devices under warranty. For out-of-warranty repairs, users will be provided with an estimate of repair costs.

**5. Device Insurance**

- **Insurance Plans**: Mob5 offers device insurance plans that cover accidental damage, loss, and theft. Plans can be added at the time of device purchase or within 30 days of activation.

- **Claims:** To file an insurance claim, users must contact our insurance partner directly. Claims are subject to approval and may require a deductible payment.

**6. Device Return and Exchange**

- **Return Policy:** Users can return devices within 14 days of purchase for a full refund, provided the device is in like-new condition with original packaging and accessories.

- **Exchange Policy:** Devices can be exchanged within 14 days of purchase. Exchanges are subject to device availability.

- **Restocking Fee:** A restocking fee may apply to returns and exchanges.

**7. Lost or Stolen Devices**

**- Reporting:** Users must report lost or stolen devices to Mob5 immediately. This can be done via the Mob5 app, online account portal, or by contacting Customer Support.

- **Device Blocking:** Once reported, Mob5 will block the device from accessing the network to prevent unauthorized use.

**- Replacement Options:** Users with device insurance can file a claim for a replacement. Those without insurance can purchase a new device or explore financing options.

**8. Device Unlocking**

**- Eligibility:** Mob5 allows device unlocking for devices that have been active on our network for at least 60 days and are in good standing.

**- Unlock Request:** Users can request an unlock code by contacting Customer Support or through the Mob5 website. Proof of purchase and account verification may be required.

- Processing Time: Unlock requests are typically processed within 5 business days.

**9. Software Updates**

**- Automatic Updates:** Mob5 devices will receive automatic software updates to ensure security and performance. Users will be notified of available updates.

- **Manual Updates:** Users can manually check for and install updates through their device settings.

**10. Usage and Care**

**- Proper Use**: Users are responsible for using their devices in accordance with manufacturer guidelines. This includes avoiding exposure to extreme temperatures, moisture, and physical damage.

**- Maintenance:** Regular maintenance, such as software updates and cleaning, is recommended to ensure optimal device performance.

For any questions or concerns regarding this Device Policy, please contact our Customer Support team at support@mob5.gmail.com