

***Texas Spectrum Wireless*** is proud of its excellent customer service. If you cannot find an answer to your question here, please contact Eliott Verschoren at everschoren@txspectrum.com

**How frequently do you add new products to your Web site?**

***Texas Spectrum Wireless*** constantly evaluates the popularity of all items on our Web site and adds new products to ensure that our customers have the best selection possible to meet their needs.

**Do you accept suggestions for new accessories for cell phones, PDAs, MP3 players, and so on?**

We welcome any suggestions for new additions to our inventory. Please send your requests to Eliott Verschoren at everschoren@txspectrum.com.

**Will I receive tracking information for my shipment?**

Whether you choose UPS or USPS Express Mail shipping, you will receive tracking information.

Express Mail® is our fastest service, with a money-back guarantee\* and overnight delivery to most U.S. addresses, including PO Boxes™. And you’ll save even more when you buy Express Mail service online.

**How do you package the items I order?**

Padded mailers provide excellent protection when shipping small, fragile items. For large orders, we use heavy duty corrugated cardboard boxes. Items are packed with foam or bubble wrap to provide padding and cushioning.

**How can I check the status of my order?**

You can check the status of your order online at www.txspectrum.com/orders or contact Elliott Vershoren at everschoren@txspectrum.com.

**Do you ship internationally?**

***Texas Spectrum Wireless*** ships to the United States, Canada, and Mexico.

**The item I received is defective, how can I get a replacement?**

All of our products are quality tested and meet rigorous standards. We apologize if you received a defective item. Please contact Josette Lovrick, Operations Manager, at jlovrick@txspectrum.com for an immediate replacement.

**I would like a refund for the item(s) I purchased. Is this possible?**

Yes! Within 30 days of the date of purchase, you can return any item for a refund. Please go to www.txspectrum.com/returns for further details on receiving refunds. Provide your order number, date of purchase, reason for requesting the return, and your contact information.

**I believe you have sent me the wrong item, what should I do?**

If you think you have received the wrong product, please complete the comments form at txspectrum.com/products. If we sent the wrong item, we will send the correct item immediately.

**What type of warranty do you offer for your products?**

All products purchased from ***Texas Spectrum Wireless*** come with a one-year warranty unless specified otherwise. The warranty does not cover abuse, neglect, improper use, or acts of nature. Contact Eliott Verschoren at everschoren@txspectrum.com for more information.

**I bought ringtones and they are not working, what should I do?**

Go to www.txspectrum.com/ringtones. You can download our troubleshooting manual. Additionally, you can submit your information online, include the phone model number and the type of ringtone you purchased, and we will get back to you within 24 hours.

**Can the wireless accessory I purchased be used with all cell phones or only specific brands and styles?**

Our wireless accessories for cell phones can be used with most phones that have been purchased in the last year or two. Please see the instruction manual for detailed specifications for that wireless accessory.

FAQ

