



Mobile.Net Warranty, Return and Refund Policy

Receiving and Inspecting

When you receive your Mobile Device package, you must check your device in front of the Delivery Driver, and sign after your inspection. We strongly suggest you keep the original packaging, and all contents for at least 15 Days, in case you wish to request a return.

After Services

- 7-Day Money-Back Guarantee
- 15-Day Free Exchange
- 1-Year Free Maintenance
- Repair Services

7-Day Money-Back Guarantee

I – You must submit your Refund Request through the online form in your account, within 7 Days of receiving the Mobile Device.

(The 7-Day period starts from the day you receive the Device.)

II – You will be issued a Return Authorization (RA) form. You will use this to track your return Device.

III – Your Device must be in good, resalable condition. All accessories, including any free promotional items, must be included.

IV – The Support Center staff will evaluate your Device to determine if the Device qualifies for a full refund.

V – Your Device must be insured for full value, to cover any possible shipping damage.

15-Day Exchange Policy

I – If there is a quality problem with your device—not including user damage—you may return for a free exchange up to 15 calendar days from the date of the signed receipt of delivery.

II. You will be issued a Return Authorization (RA) form and Tracking Number. You must use this RA form when returning your device. Your request will not be processed without an RA form.

III. When requesting a 15-day free exchange, your device must be in resalable condition. This means that all packaging and accessories must be in good condition and working order to be eligible for return. If you received giveaways when you received your device, they must also be in resalable condition, and you must return them as well.

IV. When requesting a 15-day free exchange your device has to be evaluated by our staff to determine if the Device qualifies for a 15-day free exchange.

V. When requesting a 15-day free exchange, please make sure the device is insured for item value and damage.

One-Year Free Maintenance

If your device has a quality issue after beyond the 15-day free exchange period (excluding user-caused damage), we will provide free maintenance for a period of one year after you purchased your device. If you need to exchange any parts, we will provide a quote to you.

Repair Services

If your device needs repair, we will provide repair services for a fee. All fees will be based on related regulations in your region. You must request a Return Authorization number, and return the device to the nearest After Service Center. Your device will be repaired or replaced and shipped back to you.

Refund Procedure

(Including 7-days money-back guarantee / quality issues.)

Please read the user manual immediately after receiving your device as useful information is provided that will avoid many end user issues. If you cannot find the information you need in your manual, please contact customer support. Be

sure to describe your problem well and provide all the information needed to assist you.

If we are unable to provide the support that is required by phone, we will provide you with a Return Authorization number with instructions to send the device to our Mobile.Net Service Center.

We will then evaluate the devices within 7 – 10 days after receiving it. If it qualifies for a refund, we will contact you with detailed refund procedures. Note: all procedures will be delayed during holidays.

About Delivery:

For high-value devices, including @Phone and @Tablet, you must use a major express delivery service and have a Tracking Number. We do not accept non-registered mail or express delivery companies to ship Mobile.net products back to us.

In Mainland China, please use SF Express. If there is no SF Express in your area, please use EMS. We do not accept deliveries from any other companies.

You are responsible for the postage or shipping fees. Please do not send a package without paying postage. We will not accept this kind of package and it will be returned.

Mobile.net Service Center contact: notices@mobile.net