



Returns are accepted within thirty (30) calendar days after initial purchase – No returns will be accepted without the original receipt. Product must show no signs of damage or physical abuse.

Note: *This return policy applies to Boost Mobile handsets that have been shipped after 01/01/2006. Handsets shipped prior to 01/01/06 are no longer eligible for return. Starter kits, accessories and Used Handsets are not qualified for return. Any unused Airtime on a product that has already been activated will not be entitled for reimbursement.*

Return Responsibility/Process

Accepting Returns from Consumers

Determine the reason for the return

Malfunctioning Phone within 30 days – Verify that the consumer is aware or has exercised the Boost Mobile Troubleshooting option available by calling (888) BOOST- 4U. Prior to accepting return, product should be inspected for damage, inclusion of all components; (phone handset, activation card, SIM card, all accessories), accompanied by the original receipt, and is within thirty (30) calendar days of initial purchase. *DCI will not be able to accept any returns that do not have all of the components. If the consumer requests to keep an activated phone number then they must follow the after 30 days procedure below.*

Malfunctioning Phone after 30 days – Product is not returnable, consumer should be directed to (888) BOOST- 4U to be assisted in the Motorola Warranty/Replacement process

Coverage issue/Gift/Changed mind - Product should be inspected for damage, inclusion of all components (phone handset, activation card, SIM card, all accessories), accompanied by the original receipt, and is within thirty (30) calendar days of initial purchase, prior to accepting a return.

Damaged Product – Product is not returnable, consumer should be directed to (888) BOOST- 4U.

Sending Product to DCI Return Center

- A **Return Materials Authorization (RMA)** number MUST be obtained prior to returning any BOOST products to DCI.
- Dealer submits a RMA form to boostreturns@dciprepaid.com or fax complete form to 773-739-5005.
- DCI will supply a RMA number via email / fax within two business days to requestor.

Prior to Shipping Product to the DCI Return Center

- A Return Materials Authorization MUST be obtained prior to returning any Boost Materials to DCI.
- Phones can be returned in any form of packaging (preferably original packaging) as long as the phone, SIM card, all accessories, and receipt of payment are included.
- If any one of the above items is missing from the return, a credit will not be issued and the phone will not be returned to sender.
- RMA # MUST be written legibly on the outside of the package as well as on a piece of paper with necessary retailer identifier info inside the package.
- **Ship to:**
Debit Connections, Inc.
ATTN: Boost Returns
3570 N Avondale
Chicago, IL 60618
- Effective January 1, 2007. DCI reserves the right to change any of the provisions contained in this document and will notify Dealers.