

Shipping and Return Policy

(Dealers and Distributors)

New Product Returns

Returned product(s) must be in the same condition as when they were sold. Returned product(s) will be subject to a 15% re-stocking fee and issued in the form of credit to be used towards future purchases. Any products sold as "New", if returned, must be in the original packaging in new condition and include any manuals, cabling, accessories, and screen decals that it was sold with. If a device has been "opened" (see criteria below) and powered on(when apply), it is no longer in a condition to be re-sold as new and will be considered used. We reserve the right to limit returns to unopened or defective products. Defective product(s) will be replaced with a like item, upon return within 14 days of invoice date.

WE DO NOT ACCEPT RETURNS OF:

Any product(s) that are returned after 14 days from the date on the packing slip.
Any product(s) that have been "opened" (examples are devices taken out of the plastic wrap, that have had screen decals/stickers removed, or have been powered on).
Any product(s) that are not in their original condition.
Any product(s) that are damaged, powered on, or are missing parts
Any product(s) that are missing their original box or accessories
Any product(s) that were sold as part of a bundle, unless the complete bundle is returned in original new condition with original box, accessories, and anything else that is part of the original product(s) bundle.

Please do not attempt to return us product(s) that do not meet the return criteria listed above. We do not issue refunds for non-qualifying items and cannot return the items to you.

REFUSED/REJECTED UNCLAIMED ORDER

Any orders that have been shipped at the request of a consumer, and where the consumer is at fault, will be treated as a return and will subject to a \$25 flat rate fee.

Any returns that arrive are automatically processed, and those without a prior authorization (RMS ID#), and those that do not fall within the guidelines referenced here or on RSW's ARS Terms of Service will be subject to a \$25 flat Rate fee.

Note: All Distributor sale(s) and unique or made to purchase orders will be non-refundable
For Details about our RMA Program please visit www.rushstarwireless.com/rma