



# Warranty & Return Policy

Fairness and customer satisfaction are the top-priority to us at SureCall. Our signal booster kits lead the industry in quality and reliability but we understand that sometimes things come up. This is why we offer our customers Lifetime Support, a 30-Day Money-Back Guarantee, and a 3-Year Warranty on all SureCall products.

## **30-Day Money-Back Guarantee**

All SureCall products are protected by a 30-day money-back guarantee. We are proud to offer the industry's leading return policy on all of our products. Customers may return the SureCall product to the reseller with no questions asked. Please note that returned product(s) must be in their original condition, shipped in either the original packaging or a protective packaging, and the return must include all product accessories.

## **3-Year Warranty:**

SureCall warrants its products for three years from the date of purchase against defects in workmanship and/or materials. Specifications are subject to change. The three-year warranty only applies to products meeting the latest FCC Certification Guidelines stated on 2/20/2013 and going into effect April 30, 2014. A two-year warranty applies to any products manufactured before May 1, 2014. Products returned by customers must be in their original, un-modified condition, shipped in the original or protective packaging with proof-of-purchase documentation enclosed, and a Return Merchandise Authorization (RMA) number printed clearly on the outside of the shipping container. Buyers may obtain an RMA number for warranty returns by calling the SureCall Return Department toll-free at 1-888-

365- 6283. Any returns received by SureCall without an RMA number clearly printed on the outside of the shipping container will be returned to sender. In order to receive full credit for signal boosters, all accessories originally included in the signal booster box must be returned with the signal booster. The Buyer does not need to include accessories sold in addition to the signal booster, such as antennas or cables. This warranty does not apply to any product determined by SureCall to have been subjected to misuse, abuse, neglect, or mishandling that alters or damages the product's physical or electronic properties. SureCall warrants to the Buyer that each of its products, when shipped, will be free from defects in material and workmanship, and will perform in full accordance with applicable specifications. The limit of liability under this warranty is, at SureCall's option, to repair or replace any product or part thereof which was purchased up to THREE YEARS after May 1, 2014 or TWO YEARS for products purchased before May 1, 2014, as determined by examination by SureCall, prove defective in material and/or workmanship. Warranty returns must first be authorized in writing by SureCall. Disassembly of any SureCall product by anyone other than an authorized representative of SureCall voids this warranty in its entirety. SureCall reserves the right to make changes in any of its products without incurring any obligation to make the same changes on previously delivered products. As a condition to the warranties provided for herein, the Buyer will prepay the shipping charges for all products returned to SureCall for repair, and SureCall will pay the return shipping with the exception of products returned from outside the United States, in which case the Buyer will pay the shipping charges. The Buyer will pay the cost of inspecting and testing any goods returned under the warranty or otherwise, which are found to meet the applicable specifications or which are not defective or not covered by this warranty. Products sold by SureCall shall not be considered defective or non-conforming to the Buyer's order if they satisfactorily fulfill the performance requirements that were published in the product specification literature, or in accordance with samples provided by SureCall. This warranty shall not apply to any products or

parts thereof which have been subject to accident, negligence, alteration, abuse, or misuse. SureCall makes no warranty whatsoever in respect to accessories or parts not supplied by it.

### **Limitations of Warranty, Damages and Liability:**

Except as expressly set forth herein, there are no warranties, conditions, guarantees, or representations as to merchantability, fitness for a particular purpose, or other warranties, conditions, guarantees, or representations, whether expressed or implied, in law or in fact, oral or in writing. SureCall aggregate liability in damages or otherwise shall not exceed the payment, if any, received by Cellphone-Mate, Inc. for the unit of product or service furnished or to be furnished, as the case may be, which is the subject of a claim or dispute. In no event shall SureCall be liable for incidental, consequential, or special damages, howsoever caused. All matters regarding this warranty shall be interpreted in accordance with the laws of the State of California, and any controversy that cannot be settled directly shall be settled by arbitration in California in accordance with the rules then prevailing of the American Arbitration Association, and judgment upon the award rendered may be entered in any court having jurisdiction thereof. If one or more provisions provided herein are held to be invalid or unenforceable under applicable law, then such provision shall be ineffective and excluded to the extent of such invalidity or unenforceability without affecting in any way the remaining provisions hereof. SAFETY INFORMATION This is a CONSUMER device. BEFORE USE, you MUST REGISTER THIS DEVICE with your wireless provider and have your provider's consent. Most wireless providers consent to the use of signal boosters. Some providers may not consent to the use of this device on their network. If you are unsure, contact your provider. You MUST operate this device with approved antennas and cables as specified by the manufacturer. Antennas MUST be installed at least 20 cm (8 inches) from any person. You MUST cease operating this device immediately if requested by the FCC or a licensed wireless service provider. WARNING: E911 location information may not be provided or may be

inaccurate for calls served BY USING THIS DEVICE. 48346 Milmont Drive Fremont, California 94538 USA 888.365.6283 Fax: 510.996.7250 www.surecall.com SureCall has made a good faith effort to ensure the accuracy of the information in this document and disclaims the implied warranties of merchantability and fitness for a particular purpose and makes no express warranties, except as may be stated in its written agreement with and for its customers. SureCall shall not be held liable to anyone for any indirect, special or consequential damages due to omissions or errors. The information and specifications in this document are subject to change without notice. © 2014. All Rights Reserved. All trademarks and registered trademarks are the property of their respective owners.

## **How to Start a Return:**

1. Submit a [service ticket](#) or call 1 (888) 365-6283 for troubleshooting
2. If the product is within the 30-day return period, contact your [reseller](#) for return details

## **How to Use Your 3-Year Warranty**

1. Submit a [service ticket](#) or call 1 (888) 365-6283 for troubleshooting
2. If the product is within the 3-year warranty period, SureCall [Technical Support](#) will provide the customer with an RMA number
3. Upon receipt of the RMA number, the customer will pay the cost to ship the product(s) with RMA number included to: ATTN: SureCall Tech. Support 48346 Milmont Drive, Fremont, CA 94538, USA
4. The SureCall Technical Support team will inspect and test the unit at no cost to the customer - inspection and testing typically takes 5-7 business days from date the product(s) are received by SureCall Technical Support

5. After inspection and testing, the Technical Support team will share their decision with the customer and SureCall will pay return shipping to return the product(s) to customer's address

## **How to Use Your Lifetime Support:**

1. Submit a service ticket or call 1 (888) 365-6283 for troubleshooting
2. No matter when the product was purchased, the SureCall Technical Support will provide the customer with an RMA number
3. Upon receipt of the RMA number, the customer will pay the cost to ship the product(s) with RMA number included to: ATTN: SureCall Tech. Support 48346 Milmont Drive, Fremont, CA 94538, USA
4. The SureCall Technical Support team will inspect and test the unit at no cost to the customer - inspection and testing typically takes 5-7 business days from date the product(s) are received by SureCall Technical Support
5. After inspection and testing, the Technical Support team will share their decision with the customer and SureCall will pay return shipping to return the product(s) to customer's address