Device and Accessories

Return Policy

For purchases made on T-Mobile.com, myT-Mobile.com or Customer Care.

We are dedicated to your satisfaction.

If your new T-Mobile device or accessory does not meet your expectations and in order for your account to receive full credit for your purchase price (less any rebates or restocking fees*), please return the device and/or accessory, all associated original contents, undamaged and in good working condition (with no alteration to original hardware or software), within the following timeframe:

- For the device, 20 days from receipt date**
- For additional accessories not part of the original device package, 20 days from receipt date

All devices, accessories, or other items received as part of a promotional offer (e.g., “Buy One Get One” etc.) must be returned for a refund or exchange. Offers that provide you with a discount on a device, service, accessory or other item or feature (e.g., “Buy One Get a Discount on Another”, etc.) will result in you no longer remaining eligible for the discount, and you may be charged the difference between the discounted price and the regular price. Limited Edition and some other Devices may not be refunded or exchanged.

A restocking fee might apply for the following devices:

- $75 for advanced, data-focused devices that are designed for web browsing (e.g., tablets, netbooks).
- $50 for smartphones and wearable devices with SIM cards designed for web and social media use in addition to standard phone features such as voice and text messaging.
- $25 for all other devices (e.g., basic phone devices, data sticks).

Your account should be credited for the full purchase price of the device and/or accessory (less any rebates) within two billing cycles.

How to return your equipment:

If you need to make a return, just follow these simple directions:

1. Fill out this Return Form and indicate the item(s) you are returning and the reason(s) for the return.

   Please note: Your return cannot be processed unless you legibly and accurately fill out this Return Form and include the completed Return Form with the product(s) you are returning.

2. Place item(s) and corresponding Return Form in the original package.

3. Remove all other unnecessary labels in order to minimize any confusion with the shipment.

4. Securely seal the box and process the box for shipping.

** Longer device return period may apply in certain states. Accessory Warranty Disclosure: All accessory products are provided “as is” and “with all faults” and without warranties of any kind, express or implied, including, without limitation any warranties of title, merchantability, non-infringement, or fitness for a particular purpose, each of which warranties hereby expressly is dis-claimed. You assume all responsibility and risk for use of the accessory product(s). In no event shall T-Mobile be liable for damages in excess of your purchase price (less any rebates) for the accessory product(s). T-Mobile neither assumes, nor authorizes any other person or entity to create or assume on T-Mobile’s behalf, any obligations or liability in connection with any accessory product. The manufacturer of a particular accessory product may provide a separate warranty with respect to such product; please contact the manufacturer directly for restrictions and details. T-Mobile and the magenta color are registered trademarks of Deutsche Telekom AG.

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IMPORTANT NOTE: If any device and/or other product(s) (a) are returned after the return period specified in the return policy, (b) have been physically damaged, modified or damaged by liquids, or (c) are missing any part(s), then you will not be eligible for, and you will not receive, any credit on your purchase price. In addition, accessories returned after such specified return period will not be returned to you.

In order for us to process your credit, all of the following information must be provided and returned with the shipment. Please print clearly.

Mobile No. _____________________________ Account Holder Name _____________________________

Address ____________________________________________________________

City ___________ State __________ Zip _____________________________

Home Phone No. _____________________________

Please select reason(s) for your return (check all that apply):

☐ Product did not meet my expectations (Please specify below)

☐ I ordered/received the incorrect item

☐ Device is defective (Please specify below)

☐ Other (Please specify below)

Comments/description of problem:

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Address your package to:
T-Mobile Return Center TX
840 W. Sandy Lake Rd.
Coppell, TX 75019