



Wisephone ER

Return Policy

Updated 10/11/2021

1. Return Eligibility

1.1 Wisephone ER offers a limited return period of thirty (30) days from the original date of purchase (the "Return Period").

1.2 To be eligible for a return, the product must:

- Be returned within the Return Period
- Match the original product sold, including any identifying information (e.g., IMEI)
- Be in the same condition as at the time of sale, subject only to normal wear

1.3 Returns requested after the expiration of the Return Period are not eligible for refund and will be evaluated, if applicable, under the Wisephone ER Limited Warranty.

2. Buyer's Remorse Returns

2.1 Returns requested for reasons unrelated to product defects (including but not limited to buyer's remorse) are permitted within the Return Period.

2.2 All approved buyer's remorse returns are subject to a twenty percent (20%) restocking fee, which is applied to cover payment processing and handling costs.

2.3 The restocking fee will be deducted from the total refund amount issued to the customer.

3. Condition Requirements

3.1 Returned products must not be materially damaged beyond normal wear.

3.2 Wisephone ER reserves the right to deny a return or adjust the refund amount if the product:

- Shows signs of misuse, abuse, or physical damage
- Is missing components or does not match the original product sold
- Has been altered or tampered with

4. Return Process

4.1 To initiate a return, the customer must contact Wisephone ER within the Return Period.

4.2 Wisephone ER may require additional information to process the return request, including but not limited to proof of purchase and product identification details.

4.3 Approved returns may be issued a return authorization and instructions for returning the product.

5. Refunds

5.1 Refunds will be issued only after the returned product is received and inspected.

5.2 Refunds will be processed to the original method of payment used at the time of purchase.

5.3 Returns are typically processed on the same day they are received; however, processing may take up to five (5) business days under certain circumstances.

6. Non-Returnable Situations

6.1 Products returned outside of the Return Period are not eligible for refund.

6.2 Products that do not meet the condition requirements outlined in Section 3 may be:

- Rejected and returned to the customer at the customer's expense
- Subject to a reduced refund at Wisephone ER's sole discretion

7. Relationship to Warranty

7.1 This Return & Refund Policy is separate from and does not replace the Wisephone ER Limited Warranty.

7.2 After the expiration of the Return Period, all product issues will be handled exclusively under the terms of the applicable warranty policy.

8. Limitation of Liability

8.1 To the extent permitted by law, Wisephone ER shall not be liable for any indirect, incidental, or consequential damages arising from any return or refund transaction.

9. Governing Law

9.1 This Return & Refund Policy shall be governed by the laws of the Commonwealth of Virginia, without regard to conflict of law principles.