

On The Go RMA Form

Return & Exchange Policy

On The Go Solutions, Inc provides returns/exchanges for customers in the following situations:

- 1) ***Defective Returns:*** If your phone is defective it will be replaced with a brand new model of the same item. The restocking fee will not be charged for defective merchandise. All defective merchandise may be returned only within the 3 days following the product reception. Please note that On The Go Solutions must verify defects. Defects **do not include** user damage, poor cellular reception in your area, user unable to configure email/data settings, etc., user doesn't like phone or product doesn't meet user expectations.
- 2) ***Satisfaction Returns:*** Your satisfaction is important to us. Due to this, On The Go offers returns on all items within 5 days following the order shipment date. A 20 percent restocking fee (minimum) will apply to all satisfaction exchanges. A *satisfaction return* includes user doesn't like the phone or not meeting user expectations, user doesn't need or want phone anymore, etc – it does not include any user damage or manufacturer's defect.

Notes for all return types:

- The phone must be sent back in original factory condition including all materials that were included when you received it. Do not tape or write anything on the package. Any missing/damaged items will be subject to a replacement charge. If phones have sustained any physical damage, On The Go has the right to refuse the return, and products will be shipped back to customer at their expense.
 - Shipping charges are non-refundable as we cannot reclaim these fees from our shippers. The customer is responsible for shipping and proof of delivery on all returns. Please be sure that return shipments are properly packed and fully insured.
 - On The Go understands you can't be without your phone for long, so we strive to process all returns as quickly as possible. However, in some cases this may take up to 30 days.
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Repair & RMA Policy

All of our phones come with a one-year manufacturer's warranty. For defects that arise after the 5-day period, the manufacturer is responsible for all repairs. In most cases, On The Go Solutions, Inc can help you submit your manufacturer's repair. We may charge up to \$75.00 to cover shipping, handling, and communication costs to the manufacturer if On The Go handles your repair.

- 1) **Repair Period:** Because our products are manufactured overseas, repairs can take anywhere from 1 – 8 weeks, and may involve sending product overseas.
- 2) **Loaner Phones:** On The Go Solutions, Inc offers a loaner phone program, details can be found on our support section of our site.
- 3) **Indemnity:** On The Go Solutions, Inc will not be held responsible for any disagreements between customer and manufacturer. Manufacturer reserves the right to approve or deny any warranty claim.

Contact Information & Customer Agreement

Company Name _____

Contact Name _____

Address _____

City _____ State _____ Zip _____

Email Address _____

Phone Number _____

Description of Issue (for repairs only):

(required) *By signing this agreement you consent to the above mentioned return & RMA terms and conditions above, allowing On The Go Solutions, Inc to charge your credit card or pay the invoice sent out in the event you do not follow the above mentioned conditions.

Signature _____ Date _____