



Airo Wireless, Inc. (Airo) Non-Warranty Product Return Policy

All non-warranty returns, including any order discrepancies, must be approved by an authorized Airo service center.

All non-warranty returns, whether opened or unopened, will be assessed a 10% of purchase price or US\$20, whichever is greater, per product restocking fee. A Return Merchandise Authorization (RMA) must be obtained within 15 days from date of Product receipt by contacting Customer Service in your area. Airo Customer Service contact information can be found at the Airo Wireless support website at: www.airowireless.com/support.

No refunds will be issued after such 15 day period. Please be prepared to provide related part number and proof of purchase information when requesting return authorizations. Customer will be issued an RMA which is valid for 10 days. Failure to return a product within such 10 day authorization period will be deemed to be an acceptance of the product. Products returned without a valid RMA will be returned to the sender. All returns must meet the following criteria:

1. Product must be undamaged and in "like-new" condition, meaning all items received must:
 - a. Be in brand new (unused), resalable condition,
 - b. Be returned in the original manufacturer's packaging and labeling with a copy of the original sales receipt, Be sure that all original items, including all manuals, accessories, software, cables, warranty card, etc (just as received),
 - c. Be clean and without scratches or usage marks of any kind, and
 - d. Have no writing on any boxes.
2. You will be billed for any missing or damaged items.
3. Returns will be carefully inspected prior to restocking. Any product that is not suitable for restocking will be returned to the Customer without credit.
4. Airo will not process refunds for products returned without a valid RMA number.
5. Credit or Refund will be issued only after inspection.
6. Used, and/or discontinued items are NOT returnable.
7. Special and custom orders are non-refundable.
8. Provide Proof of Purchase Receipt that clearly indicates the purchase amount. We request that you provide a copy of your original purchase order, if applicable.
9. You will need to mark your RMA number clearly on the outside of the box that you use to return that product to the address shown on your RMA confirmation document.
10. This product return policy does not include reimbursement for shipping, handling, or other charges, including but not limited to taxes, duties, insurance or other transportation costs. Airo is not responsible for losses, charges, fees or any other costs that you may incur as a result of your election to return the product, including but not limited to, wireless service charges, cancellation fees, application license fees or other such related services.
11. Shipping charges for return product(s) to Airo are the responsibility of the customer. Airo is not responsible for lost, stolen, or misdirected product returns. For that reason, use a traceable method of shipping returns, such as UPS, FedEx, DHL, etc., in order to insure that you can show proof of delivery that you returned the product to Airo.
12. Upon receipt of your returned product, under a valid RMA Number, Airo will process your return within 10 business days. If the return is accepted, Airo will process a refund for the amount of your purchase price as shown in your proof of purchase, less the re-stocking fee. You will receive a credit confirmation via email. If there are any issues or problems with your return/exchange, Airo will notify you via telephone or email.
13. Please be sure to remove your SIM card and any inserted mini SD card. Airo will not be responsible for any cards left in the device. You will also need to contact your wireless service provider directly to cancel your cellular service. Your wireless service plan and contractual agreement is between you and the service provider, Airo is unable to cancel your service on your behalf. Usage and other fees may be charged by the service provider.
14. Any personal information stored on the handset should be deleted prior to returning the product. Airo is not responsible for the protection of such information.