



# Returns and Exchanges

This topic provides information about product and equipment returns, exchanges, warranty claims, and canceling AT&T service. View the full Premier [return policy](#) online.

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## AT&T Returns

AT&T values our relationship with you and offers a return policy for equipment and services purchased directly from AT&T. This return policy may not reflect the policies of AT&T authorized retailers.

If the phone or device you purchased does not meet your expectations, return it by mail within 14 days from the date the equipment was shipped. Refunds are applied using the original payment method. Any rebate associated with returned equipment is voided.

Equipment received through an insurance claim cannot be returned or exchanged. Equipment warranty rules may apply.

Typically, if you return or exchange a phone that you received through an upgrade within 14 days of the upgrade, you can receive an equipment discount for a replacement phone.

After you return your equipment to AT&T, allow a few days for a credit to post to your account and your equipment discount to be available again. When you initiate an upgrade to replace the returned equipment, the equipment discount appears during online phone and device selection.

## Prepare Equipment for Return

Before you return equipment to AT&T:



- Remove any confidential, proprietary, or personal information. AT&T is not responsible for any equipment containing personal information.
- Pack the equipment (device, battery, charger, manual, and software) in like-new condition in the manufacturer's original packaging.
- Include the original proof of purchase (receipt or invoice).

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## Select a Return Method

**Note:** If you return equipment to AT&T more than 14 days after the shipment date, we can't provide a refund or return your equipment to you.

To return equipment to AT&T, use one of the following methods:

- If you submitted an order on Premier and selected the in-store pickup option, or if you purchased your equipment directly from an AT&T company-owned retail store, you must return or exchange it at any AT&T company-owned retail store.
- If you made your purchase on Premier or by phone and received it by mail, you can [mail the device back to AT&T](#) or take it to any AT&T retail store.
- If you're returning your equipment by mail or canceling your service, call the number provided on your invoice.
- If you purchased your equipment from an authorized retailer of AT&T, follow the return instructions provided by the retailer.

## Processing

The equipment returns and refund process takes 1 to 2 billing cycles. Equipment returned within 14 days of the shipment date will be refunded using the original payment method.

## Cancellation Policy and Early Termination Fee

View the complete [cancellation policy](#) online. An early termination fee of up to \$325 applies after 14 days. View [www.att.com/equipmentETF](http://www.att.com/equipmentETF) for more information.

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## Exchanges

If exchanging equipment, contact the number provided on your invoice to process the exchange.

You may exchange a phone or device one time **within 14 days of the shipment date**. A restocking fee of up to \$55 for devices, not including tablets or iPads, may apply except where prohibited. A restocking fee of 10% of the sales price applies to tablets and accessories over \$100, except where prohibited. A restocking fee does not apply to the following items when they're returned to AT&T unopened:

- Defective equipment
- iPhone
- iPad

## Defective Equipment Exchanges

### Owned Less than 15 Days

If you placed your order on Premier, your phone or device is defective, and you have owned it less than 15 days from the shipment date, contact [Business Support](#).



### Owned 15 to 365 Days

To exchange a defective phone or device between 15 and 365 days from shipment, call 800.801.1101, Monday through Friday 7:00 a.m. to 11:00 p.m. ET, Saturday 9:00 a.m. to 7:00 p.m. ET, or Sunday 12:00 p.m. to 9:00 p.m. ET for assistance.

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## Warranty Claims

New wireless devices purchased from AT&T carry a 1-year warranty from the date of purchase. AT&T Certified Restored devices purchased from AT&T carry a 90-day warranty from the date of purchase.

To make a warranty claim after the first 14 days from the shipment date, call the Warranty Service Center at 800.801.1101, Monday through Friday, 7:00 a.m. to 11:00 p.m. ET, Saturday 9:00 a.m. to 7:00 p.m. ET, and Sunday 12:00 p.m. to 9:00 p.m. ET. Before you call, prepare by reviewing the following:

- Have the wireless device you plan to exchange available and not in use.
- Locate and keep a record of the AT&T part number and IMEI number of your device. These numbers are on the back of your phone or device and may be located under the battery.

**Note:** Apple® phones or devices are covered by the 1-year Limited Warranty offered by Apple, and must be returned to Apple. Visit [apple.com](http://apple.com) ([www.apple.com](http://www.apple.com)) for details.

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## Service Cancellation

To cancel your service, contact the number provided on your invoice. You're responsible for all applicable usage fees, prorated access charges, taxes, surcharges, or other charges through the termination date. To avoid an early termination fee, make sure you cancel your service within 14 days of your activation date. For a full refund of your activation fee, you must terminate service within 3 days of activation.



If you cancel your service within 14 days of the activation date but do not return the equipment within 14 days of the shipment date or if the equipment is not returned in like-new condition, you will be charged full price for the equipment.

If you paid a security deposit for your service, allow 1 to 2 billing cycles for the return of the security deposit. Charges are applied against the security deposit for service used on the account before the termination date.

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## **Business Support**

To contact Business Support at 800.331.0500, Monday through Friday, 7:00 a.m. to 8:00 p.m. CT or Saturday and Sunday, 8:00 a.m. to 8:00 p.m. CT.

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