



Help with Your Order

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We strive to prevent you from having problems when you place an order or make a request. However, problems sometimes occur. Here are instructions to help you handle many situations.

Credit Card

If we can't process your credit card during order placement, make sure the following information is correct:

- Credit card number
- Credit card expiration date and card ID
- Your AT&T billing ZIP Code. It should match the billing ZIP Code on your credit card statement.

If the problem persists, contact your credit card company.

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Premier Coupon Code Error

If you received an error when you tried using a Premier coupon code, verify that:

- You're meeting all the terms and conditions of the coupon code offer.
- The total one-time charges are not zero.
- You're within the start and end dates of the coupon code offer.
- You've correctly entered the coupon code.
- You have an eligible wireless product (device or accessory) in your shopping cart.
- Your foundation account number qualifies for the coupon code.
- You are not combining any offers that are "not valid with other promotions."

Note: After one-time charges are subtracted from a coupon code, the remaining amount cannot be used as a credit. If this situation applies, a message will advise you at the time you redeem.

If an error persists, call [Premier Support](#).

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Change or Cancel Your Order

We begin fulfilling your online order as soon as you place it. So you will not be able to change or cancel your order until it is complete. You have 30 days after placing your order to return or exchange items or cancel service. Other conditions may also apply. If you have preordered items that have not shipped, you can start the cancelation process on the [Order Status](#) page.

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Order Number

If you did not receive an order number or you get an error message when entering your order number, call [Premier Support](#).

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Missing Item

If you did not receive your order, or you received an item you didn't order, call [Premier Support](#). For more information, see [Returns and Exchanges](#).

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Damaged or Defective Item

If an item you received was damaged or defective, call [Premier Support](#). For more information, see [Returns and Exchanges](#).

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Contact Premier Support

To contact Premier Support, call 1-866-499-8008, Monday through Friday, 8 a.m. to 10 p.m. Eastern Time. To help us serve you faster, be prepared to let us know the problem and the first and last name of the person who received the order.

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