

Amazon Warranty Policy for Unlocked GSM Phones

This product, when purchased directly from Amazon, is covered by a 365-day warranty from Zezoo. This warranty does not cover misuse, abnormal conditions, improper storage, exposure to moisture or dampness, unauthorized modifications, unauthorized connections, unauthorized repair, liquid damage, normal wear and tear from use of the product, or other acts that are not the responsibility of the product manufacturer, including damage caused by shipping.

Upon receipt of a manufacturer's defective product, the product will be repaired. In the unlikely event a product is not repairable, a replacement will be provided. Products may be replaced with one of like quality and value. Please note that this process takes on average 15-20 business days from the date the product was received.

The product must be shipped back to the Zezoo Returns Department with a copy of Amazon's original invoice and a detailed explanation of the problem. **An RMA (return merchandise authorization) number must be obtained before shipping anything back to Zezoo;** a return that arrives without the RMA number will not be accepted by Zezoo RMA department and will be shipped back to you at your expense. The RMA number must be written on the outside of the main box that the customer will use to ship the product back to Zezoo (not on the box of the product).

To obtain an RMA number, please contact Zezoo at 954.570.3366 or toll free at 888.285.2355. Please have the purchased phone and original invoice ready to provide requested information when calling to obtain the RMA.

After obtaining the RMA number please ship returns to:

Zezoo Returns Department
RMA# (must call to obtain prior shipping)
6601 Lyons Road
Suite E1
Coconut Creek, FL 33073-3636
Phone number: 1-888-285-CELL

All costs related to return shipping must be paid by the customer.