RETURN FORM

If you purchased your merchandise from the Verizon Wireless online store or one of our Telemarketing or Customer Service Representatives and wish to return it, please complete the form below. Then sign, detach and return with your merchandise. See return procedures in this brochure for details.

Returning your merchandise does not automatically terminate your service. To cancel your service, you MUST contact Customer Service at the phone number on your receipt.

Customer Information:
Name: ____________________________
Daytime Phone #: __________________

Wireless #

I understand that in order for this return to be processed, I am required to include a copy of the original sales receipt and to return the merchandise in good condition in the original packaging and with all related material enclosed. Below credit for the return is processed, the original merchandise must be returned in its original box to the address on the return label. If the cost of the return is more than $50, I agree to pay the return shipping costs. If you return a phone without a UPC on the box, the amount of the refund will be reduced by the amount of any value return that was available for the phone at the time of purchase. If the purchase was ready checked, one or more of the amount of the purchase will be issued. Shipment charges will not be refunded. In addition, for phone returns, I am aware of my wireless service contractual obligations.

Signature: ____________________________
[Print/Type/Scanned]

Your Wireless Phone Number is:

Full Access Contact on Account

I understand that in order for this return to be processed, I am required to include a copy of the original sales receipt and to return the merchandise in good condition in the original packaging and with all related material enclosed. Below credit for the return is processed, the original merchandise must be returned in its original box to the address on the return label. If the cost of the return is more than $50, I agree to pay the return shipping costs. If you return a phone without a UPC on the box, the amount of the refund will be reduced by the amount of any value return that was available for the phone at the time of purchase. If the purchase was ready checked, one or more of the amount of the purchase will be issued. Shipment charges will not be refunded. In addition, for phone returns, I am aware of my wireless service contractual obligations.

Signature: ____________________________
[Print/Type/Scanned]

Your Wireless Phone Number is:

Full Access Contact on Account

Customer Information:
Name: ____________________________
Daytime Phone #: __________________

Note: Full Access Contact gives another person authority to manage your account on a day-to-day basis.

Please staple your Sales Representative’s business card here.

Get Help

Visit Verizonwireless.com

1.800.2 JOIN IN

verizonwireless.com

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verizonwireless.com

Please clip your receipts here for future use or reference.
Please clip your receipts here for future use or reference.

Verizon Wireless Welcome Guide

Everything you need to get started.

Important: Please read carefully and file in a safe place.

✓ Getting Started with Voice Mail, How to Manage Your Account & More
✓ Customer Agreement Terms & Conditions
✓ Wireless Safety & Assistance
✓ Return & Exchange Policy

Verizon Wireless
Welcome Guide

Please staple your Sales Representative’s business card here.

✓ Getting Started with Voice Mail, How to Manage Your Account & More
✓ Customer Agreement Terms & Conditions
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✓ Customer Agreement Terms & Conditions
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✓ Return & Exchange Policy

Verizon Wireless
Welcome Guide

Please staple your Sales Representative’s business card here.
Welcome to Verizon Wireless!

We’re glad you have joined America’s Most Reliable Wireless Network.
To help you understand your new service and make the most of all we offer, we’ve provided this helpful, easy-to-use guide.

Worry Free Guarantee™
- You’ll enjoy America’s Best, Most Reliable Wireless Network.
- You can change your plan at any time.
- If you ever have a problem, it becomes our problem the first time you call.
- Your satisfaction is guaranteed with our Test Drive program.
- You can get a new phone every two years with New Every Two™.

We’re Not 100% Satisfied Unless You Are.
Let Us Know What You Think.
At Verizon Wireless, we really value your opinion. Visit verizonwirelesssurvey.com and tell us how we’re doing.

If the original one-year warranty period has expired and you are not eligible for the Extended Warranty, or TriPLICATE Repair/Replacement Plan, you may be eligible to receive a replacement device if the original device is defective due to electrical malfunction or manufacturer defect. The product is eligible for device replacement after one year from original purchase at SO. Device is subject to wear, either internal or external, and tear and the like, is not eligible for any return or exchange program. This program does not cover devices on Prepaid Accounts or lost or stolen devices.

These policies do not limit or supersede any existing manufacturer’s warranty. This program may be considered to be a “warranty” or “service contract” in certain states. In those states, please refer to the Verizon Wireless Consumer or Business brochure for full details.

IMPORTANT INFORMATION | 18

RETURN FORM

Don’t Forget To:
- Cancel your service by contacting Customer Service at the phone number on your receipt.
- Pack the merchandise in its original box and shipping carton.
- Include the original customer receipt and retain a copy for your records.
- Complete, detach and include the Return Form with your shipment.
- Retain a copy of the shipping label as proof of shipment.

Contact Information

Customer: Verizon Wireless Retail (VWR)
Product: RCC
Job #: P07VR256
AD: N. Slusarev
CW: M. Kunin
CD: N/A
AP: None
PP: K. Glantz

S: 17.25 in
T: 17.5 in
B: 17.75 in
FS: 6.75 in
F: 3.5 in

W: 10 in
FS: 3.25 in
F: 6 in

One- or two-year Customer Agreement required. See Consumer brochure for complete Worry Free Guarantee.

Free phone every two years with New Every Two.

We’re glad you have joined America’s Most Reliable Wireless Network.
To help you understand your new service and make the most of all we offer, we’ve provided this helpful, easy-to-use guide.

Worry Free Guarantee™
- You’ll enjoy America’s Best, Most Reliable Wireless Network.
- You can change your plan at any time.
- If you ever have a problem, it becomes our problem the first time you call.
- Your satisfaction is guaranteed with our Test Drive program.
- You can get a new phone every two years with New Every Two™.

We’re Not 100% Satisfied Unless You Are.
Let Us Know What You Think.
At Verizon Wireless, we really value your opinion. Visit verizonwirelesssurvey.com and tell us how we’re doing.

Welcome to Verizon Wireless!

If the original one-year warranty period has expired and you are not eligible for the Extended Warranty, or TriPLICATE Repair/Replacement Plan, you may be eligible to receive a replacement device if the original device is defective due to electrical malfunction or manufacturer defect. The product is eligible for device replacement after one year from original purchase at SO. Device is subject to wear, either internal or external, and tear and the like, is not eligible for any return or exchange program. This program does not cover devices on Prepaid Accounts or lost or stolen devices.

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FS: 3.25 in
F: 6 in

One- or two-year Customer Agreement required. See Consumer brochure for complete Worry Free Guarantee.

Free phone every two years with New Every Two.
Let's Get Started

☐ Review Your Plan
  (Refer to your Consumer or Business brochure for details)
  • Activation Fee
  • Monthly Access Charge for Plan
  • Monthly Anytime Minutes
  • In-Calling Minutes and Coverage Area
  • Night & Weekend Minutes and Hours
  • Per-Minute Rate After Allowance
  • Per-Minute Rate for Data Sent/Received
  • Home Rate and Coverage Area
  • Benefits of, and additional charges for, Included Features and Optional Services, including Insurance

☐ How-To's and Account Information (pages 3–10)
  • How to Set Up and Listen to Voice Mail
  • Manage Your Account with My Account
  • How to Read Your Bill

☐ Customer Agreement Terms & Conditions (pages 11–15)
  • Minimum Term
  • Early Termination Fee
  • Deposit Requirements (if applicable)
  • What to Expect on Your First Bill
    - A full month of access charges for your plan, billed in advance
    - Prorated access charges for a partial month of services, from date of activation through first billing cycle date
    - Applicable taxes, surcharges and fees
  • Privacy—Use of Your Information

☐ Full Access Contact—Sharing Your Account Access (page 15)

☐ Wireless Safety & Assistance (pages 15–16)

☐ Return & Exchange Policy (pages 16–17)
  • Return Form (see back panel)
How to Set Up and Listen to Voice Mail

Here’s how to set up and access your Voice Mailbox from your wireless phone on the Verizon Wireless Network:

1. Dial your wireless number.
2. If you hear your own greeting or a system greeting, press *VM to interrupt it.
3. Set Up: Follow the prompts to create a password and greeting. Listen: Follow the prompts to enter your password, then press 0 to access your Voice Mailbox outside the Verizon Wireless Network or from any Touch Tone® phone.
4. If you hear your own greeting on a system greeting, press *VM to interrupt it.
5. Set Up: Follow the prompts to create a password and greeting. Listen: Follow the prompts to enter your password, then press 0 to access your Voice Mailbox.

Note: You will receive a message if you are using an envelope or other service.

Quick Reference Guides for how to use Voice Mail features can be found online at: http://support.vzw.com/features/calling_features/basic_voice_mail.html

Cool Voice Mail Features

Skip Greeting. Allows callers to press # to skip your greeting and leave messages faster.

Language Option. Offers a choice of English or Spanish prompts.

Deferred Message Deletion. Allows you to remove an identically deleted message before exiting the Voice Mail session.

Callback Number. Callers are prompted to press # to leave a callback number in the form of a text message.

Future Delivery. Allows you to record a message to be sent at a future date/time.

Distribution Lists. Allows you to record a message to be sent at a future date/time.

Fax feature.† Allows you to fax transmissions into your Voice Mailbox and then forward them to a fax machine for printing. Holds up to 20 pages.

Call Return.† Allows you to return a call from your Voice Mailbox after listening to a message by following the ‘to return a call press #’ prompt at the end of the message. The Voice Mail system will play back the caller’s number and give you the option of returning the call to the number or changing it. Once your calls are finished, press # 9 to return to your Voice Mailbox at the point where you left off.

Voice Mail Options

Basic Voice Mail

Retained

Included

Contact Customer Service at *611 for rates and activation

Retained

Included

Contact Customer Service at *611 for rates and activation

1. While listening to a message, press:
   1. Rewind
   2. Fast Forward
   3. Forward
   4. Skip
   5. Delete
   6. View
   7. Delete

2. After listening to a message, press:
   1. Record
   2. Call
   3. Save
   4. Help

3. Call Return.†

   *VM

   2

   5

   9

   6

   #

4. Call Return.

   *VM

   2

   5

   9

   6

   #

5. When Call Forwarding is enabled, you will not be able to access Voice Mail in some local areas or while roaming (if applicable). If you are unable to access Voice Mail, disable Call Forwarding to gain access.

   *VM

   2

   5

   9

   6

   #

6. Customers in Cedar Rapids/Des Moines/Dubuque/Iowa City/Waterloo/Cedar

   Falls/Colorados must have Verizon Wireless Voice Mail service within their area to receive the messages you send.

   *VM

   2

   5

   9

   6

   #

7.-scrollbar-

   While listening to a message, press:

   - Rewind
   - Fast Forward
   - Forward
   - Skip
   - Delete
   - View
   - Record
   - Call
   - Save
   - Help

   After listening to a message, press:

   - Record
   - Call
   - Save
   - Help

8. Scrollbar. When forwarding a call is enabled, you will not be able to access your mail in a particular area or area of your area. When forwarding a call is enabled, you will be charged to maintain your connection to Voice Mail. When you access your Voice Mailbox from your wireless phone, you can save, delete, or call back messages from your Voice Mailbox.

9. Scrollbar. When Call Forwarding is enabled, you will not be able to access Voice Mail in some local areas or while roaming (if applicable). If you are unable to access Voice Mail, disable Call Forwarding to gain access.

   *VM

   2

   5

   9

   6

   #

10. Scrollbar. When forwarding a call is enabled, you will not be able to access your mail in a particular area or area of your area. When forwarding a call is enabled, you will be charged to maintain your connection to Voice Mail. When you access your Voice Mailbox from your wireless phone, you can save, delete, or call back messages from your Voice Mailbox.
My Life. My Account.
verizonwireless.com/myaccount

Get the most out of your service with My Account. From managing your account on your phone or PC to special features only for My Account subscribers, everything you need is at your fingertips.

Your Bill.
Manage your phone usage, monitor your bill, check your balance, make a payment and more. My Account makes it easy for you to be in control.

Your Contacts.
With Backup Assistant*, you can relax because we waive the monthly charge for backing up all of your phone numbers, email addresses and more—just by registering for My Account.

Your Music.
Geonze to the latest tunes! Listen to and download more than 2.5 million songs, get Ringback Tones, Ringtones and more through My Account.

Your Messages.
Track how many Text, Picture and Video Messages you’ve sent and received.

The My Account Advantage.

Backup Assistant*
When you’re a My Account member, we waive the monthly charge for Backup Assistant—that’s $1.99 a month value per line! You’ll never worry about losing your phone’s contact list. Backup Assistant creates a copy of your saved phone number to a secure website so they’re always available if you lose or upgrade your phone.

Annual Upgrade*
You can get a new phone every year with Annual Upgrade. Sign up for a two-year agreement on a plan of at least $49.99, and you can purchase a new phone at its promotional price through My Account every year with a two-year renewal upgrade fee may apply.

Minute Check*
If you’re using more minutes than your plan includes, we’ll let you know with Minute Check. Minute Check will periodically notify you through My Account if you’re exceeding your plan allowance, and let you know of other plan options that may save you money.

Plus:
Rebate Center
Conveniently track and view the status of your mail-in rebates online.

Content Filtering
Now! Protect your family by limiting access to content in V CAST Music or Videos, and more. Restrict access with a simple interface that relies on familiar rating systems. See Consumer brochure for more information.

Referral Program
You can track your referrals on My Account, and get all the information you need to refer new friends. See Consumer brochure for more information.

The My Account Advantage.

Backup Assistant*
When you’re a My Account member, we waive the monthly charge for Backup Assistant—that’s $1.99 a month value per line! You’ll never worry about losing your phone’s contact list. Backup Assistant creates a copy of your saved phone number to a secure website so they’re always available if you lose or upgrade your phone.

Annual Upgrade*
You can get a new phone every year with Annual Upgrade. Sign up for a two-year agreement on a plan of at least $49.99, and you can purchase a new phone at its promotional price through My Account every year with a two-year renewal upgrade fee may apply.

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Referral Program
You can track your referrals on My Account, and get all the information you need to refer new friends. See Consumer brochure for more information.
Check Your Account When You’re On The Go.

Get automated phone services FREE on your wireless phone. View your plan and features, reset your Voice Mail password, find a Verizon Wireless Communications Store, and more.

Check your balance<sup>1</sup>
- Dial #123 (PMS 1975 C)
  - Actual billing may vary based on plan
  - Check account balance

Make a payment
- Dial #HTT (PMS 1975 C)
  - Make payments, manage payment accounts, and view payment history

Update latest network coverage
- Dial *228 and select option 2
  - Recommend updating every 3 months

Check your minutes used<sup>2</sup>
- Dial #456 (PMS 1975 C)
  - Estimate of your current month’s unbillable usage

Check your Data, Text, Picture & Video Messages<sup>3</sup>
- Dial #DATA (#3282)
  - Check your Data, Text, Picture & Video Messages

Check your balance<sup>2</sup>
- Dial #123 (PMS 1975 C)
  - Check account balance
  - View plan and features
  - Reset Voice Mail password
  - Find a Verizon Wireless Communications Store
  - More

Online Support Center

Visit wirelesscustomer.com/welcome for valuable information to help you make the most of your wireless service.

1. Find specific about your device—click on “Where can I get help with technical issues?”
2. Learn about our features—click on “Where can I find help with features on my phone?”
3. Understand your bill, learn more about Voice Mail, and view your Coverage Area map
4. Sign up for our email to receive notices about special offers and the latest information on products and services.

How to Download Backup Assistant

For Interactive Account Information
Dial #611 or dial 1.800.922.0204

Automated Services – Press 1
- To check your balance
- To make a payment
- To check minutes used for Voice, Text Messages and Video usage
- To find a store

Voice Mail Password, Add or Remove Features, or Help with Features – Press 2
- To reset your Voice Mail Password
- To add Call ID Blocking
- To add or remove features
- For help using features

Data Services – Press 3
- For pricing or billing questions related to data products
- For technical support with Get It Now, Text or Picture Messaging and Mobile Web
- For technical support with BlackBerry or smartphone devices
- BroadbandAccess of NationalAccess using a VFC Card or Mobile Office Kit

Additional Customer Service Options – Press 8
- For roaming or problems making or receiving calls
- To stop your service
- For all other requests

Instructions may vary by handset.

On your wireless phone features Mobile Web 2.0, you can manage your account through your phone’s Web browser FREE OF CHARGE. Launch My Account directly from the Settings & Tools menu. If you’re a Mobile Web 2.0 subscriber, select VZW Services and then My Account. If you’re not a subscriber, you’ll see a VZW Services menu with a FREE link to My Account.

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Instructions may vary by handset.
A Guide To Understanding Your Bill.

We know it's important for you to understand all the charges, calls and data usage for your account. So we made it easy. This step-by-step overview explains the charges and information on your bill.

Your Account’s Calling Plan: This area provides a general description of your Calling Plan, including monthly access charge, number of included minutes and more.

Breakdown of Charges: This area provides a breakdown of charges for each line in your Family SharePlanSM.

Breakdown of Minutes: This area provides a quick summary of your Family SharePlan allowance, minutes used and any overages that may apply.

Your Calling Plan: This area provides a description of your Calling Plan and services with Verizon Wireless. This includes monthly access charge, allowances, features and optional services.

Monthly Access Charges: This area provides a summary of your monthly charges for Data, Voice and Roaming services.

Terms and Conditions: This area contains the name, version and expiration date of your Calling Plan.

Other Charges and Credits: Lists other charges that may apply.

Your Account’s Calling Plan: This area provides a general description of your Calling Plan, including monthly access charge, number of included minutes and more.

Breakdown of Charges: This area provides a breakdown of charges for each line in your Family SharePlanSM.

Breakdown of Minutes: This area provides an easy-to-read, quick summary of your Family SharePlan allowance, minutes used and any overages that may apply.

Usage Details: This area will only appear if you receive a detailed bill. It provides details regarding your Voice, Data and Roaming usage.

Manage Your Account: Here you’ll find our website and your account number, so you can easily view or manage your account online.

Date Due: A quick and helpful reminder when your next payment is due.

Breakdown of Charges: This area provides a breakdown of charges for each line in your Family SharePlanSM.

Breakdown of Minutes: This area provides an easy-to-read, quick summary of your Family SharePlan allowance, minutes used and any overages that may apply.

Change of Address: An easy way to notify us of a change of mailing address. It is important that we have your most current information.
Your Verizon Wireless Customer Agreement

Please carefully read this agreement, including the Plan or Plans you choose, before signing it in the store. If you are already a Verizon customer, some or all of the terms and conditions described in this agreement may already apply to your existing plans.

Your Right to Accept or Cancel This Agreement

This AGREEMENT STARTS WHEN YOU ACCEPT. Paragraphs listed as “w/Var” are written in all capital letters. Accept when you do any of the following after the time you accept this agreement:

• Give us a written or electronic signature;
• Actuate your service through your wireless phone;
• Open a package that says you are accepting by opening it; or
• IF YOU DON’T WANT TO ACCEPT, DON’T DO ANY OF THESE THINGS.

Your Wireless Phone

Your wireless phone is any device you use to receive our wireless service. It must be in complete working order and able to connect to a wireless network. We reserve the right to substitute a new wireless phone if your purchased wireless phone is not in complete working order.

Your Right to Change or End Your Service; Termination Fees; Phone Number Portability

Without Notice, we may change or end your service at any time for any reason. However, you can still cancel your service during the period between the end of your monthly billing cycle and the end of your minimum term

You're entitled to receive a credit for the period of interruption.

Your Rights for Dropped Calls or Interrupted Service

Your service is subject to our business policies, practices and procedures, which we can change without notice. UNLESS ... WITHOUT ANY EARLY TERMINATION FEE, JUST BY CALLING US WITHIN 60 DAYS AFTER WE SEND NOTICE OF THE CHANGE.

You can also call us directly at 1-800-882-5478, and a customer service representative will give you a credit for the period of interruption.

Your Rights to Refuse or Cancel This Agreement

This AGREEMENT STARTS WHEN YOU ACCEPT. Paragraphs listed as “w/Var” are written in all capital letters. Accept when you do any of the following after the time you accept this agreement:

• Give us a written or electronic signature;
• Actuate your service through your wireless phone;
• Open a package that says you are accepting by opening it; or
• IF YOU DON’T WANT TO ACCEPT, DON’T DO ANY OF THESE THINGS.

Your Right to refuse to Accept or Cancel This Agreement

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• Actuate your service through your wireless phone;
• Open a package that says you are accepting by opening it; or
• IF YOU DON’T WANT TO ACCEPT, DON’T DO ANY OF THESE THINGS.
If your Wireless Phone is Lost or Stolen

If your wireless phone is lost or stolen, it is very important that you notify us immediately for your own protection, so that we can prevent unauthorized use of your account. Always keep your wireless phone with you at all times. Never leave your phone unattended or loan it to others. If you believe your wireless phone has been stolen or is missing, report it immediately.

Dispute Resolution and Mandatory Arbitration

WE EACH AGREE TO SETTLE DISPUTES (EXCEPT CERTAIN SMALL CLAIMS CASES) ONLY BY ARBITRATION. THERE’S NO JUDGE OR JURY IN ARBITRATION, AND REVIEW IS LIMITED, BUT AN ARBITRATOR CAN AWARD YOU RELIEF. FEES FOR ARBITRATION CAN BE UP TO $250, TO WHICH WE WILL WAIVE IF WE AGREE, BUT YOU MAY BE RESPONSIBLE FOR OUR FEES UP TO $250, TO WHICH WE WILL WAIVE IF WE AGREE. THE ARBITRATION WILL BE ADMINISTERED BY THE NATIONAL ARBITRATION FOUNDATION (“NAD”). EACH PARTY WILL BE ALLOCATED THE LOSER'S FEES AND COSTS IN THE ARBITRATION IN WHICH IT WAS AWARDED AND CAN'T BE USED IN ANY OTHER CASE EXCEPT TO ENFORCE THE AWARD ITSELF.

We Each Agree to Settle Disputes Only by Arbitration

Instead of resolving disputes in court, you and we agree to settle disputes (except certain small claims cases) only by arbitration. To begin arbitration, either you or we must send a written notice requesting arbitration to our registered agent at the address below. This arbitration agreement applies to claims of $75,000 or less except as set forth in the caption above.

We Each Agree to Limit Claims for Damages or Other Monetary Relief

We Each Agree to Settle Disputes Only by Arbitration

Instead of resolving disputes in court, you and we agree to settle disputes (except certain small claims cases) only by arbitration. To begin arbitration, either you or we must send a written notice requesting arbitration to our registered agent at the address below. This arbitration agreement applies to claims of $75,000 or less except as set forth in the caption above.

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Do not manually dial or look up phone numbers when driving.

- The risk of using a wireless phone while driving may be increased
- No person shall knowingly utter or transmit any false or fraudulent
- No person shall willfully or maliciously interfere with, or cause
- Wireless phones are capable of being intercepted by someone
- Hear the winner or winner’s phone number.
- Free Cancel/Change/Delete another Full Access Contact
- Review your bill and report any suspicious calling activity.
- Report a lost or stolen phone to the police and Verizon Wireless
- Account/Service/Port/Account/Service
- Verizon Wireless wants to protect your privacy and works hard to prevent unauthorized phone usage or fraud. Wireless
- Report a lost or stolen phone to the police and Verizon Wireless
- You may return any or all of your merchandise for any reason within 30
- FCC Rules and Regulations
- The Federal Communications Commission (FCC) requires that wireless
- The risk of using a wireless phone while driving may be increased
- About This Agreement
- The risk of using a wireless phone while driving may be increased
- About This Agreement
- Security Deposit
- You may have been asked to leave a security deposit at the time
- For more detailed information, please go to www.fcc.gov
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- The Federal Communications Commission (FCC) requires that wireless
- Portrait/Fold/Format: 7x10
- Headline:
- Visual:
- Red + Black Graphic
- Bleed:
- CD:
- None
- Created by Interface
- Graphics, a division of McCann Erickson.
- Trim:
- 7 in x 10 in
- Graphics, a division of McCann Erickson.
- PP:
- K. Glantz
- InDesign Version:
- CS2
- InDesign Version:
- CS2
- Print/Export Time:
- 1/08
- Document Path:
- P07VR256_6356_Body_10.indd
- Font Family:
- Trade Gothic (Condensed No. 18), Myriad Pro (Semibold, Light, Bold, Regular, Light Italic)
- Ink Name:
- None
- AD: M. Kunin
- AD:
- Folds/Colors:
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- Trim:
- 7 in x 10 in
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If you purchased your merchandise from a Verizon Wireless
Communications Store, please follow the instructions below to process your return:

• Customers who purchased their merchandise at a Verizon Wireless Communications Store should return/exchange their merchandise at a Verizon Wireless Communications Store only.
• Pack the merchandise (including phone, charger, battery, instructions, etc.) in its ORIGINAL box and shipping carton.
• Complete the Return Form at the back of this brochure, detach and include with your shipment.
• Complete the prepaid, preaddressed return-shipping label enclosed with your purchase. Be sure to include your name on the label and affix it to the outside of the shipping carton. Please retain a copy of the receipt for your records.
• To track your return shipment via FEDEX call 1-800.GO.FEDEX or simply drop the package off at any Federal Express station. Please do not send your merchandise through the post office, as Verizon Wireless will not pay postage.

You purchased your merchandise from the Verizon Wireless online store or by phone, please follow the instructions below to process your return:

If you purchased your merchandise from another retailer, the retailer's return policy applies.

Exchange New Merchandise
Within 30 days of purchase of new merchandise, you may exchange it in-store at a Verizon Wireless store for another device. If the original device is no longer available, you may exchange it for another device that meets your needs.

Exchange your merchandise only at a Verizon Wireless Communications Store, please contact the store for more information on completing your exchange.

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