



TERMS & CONDITIONS

- Wireless 4 Life program, including all replacement products, is provided, managed and fulfilled by The Wireless Center.
- Wireless 4 Life program includes replacement coverage of the handset and accessories bundled with the customer purchase. Upsell accessories and accessories/items provided and packaged by the OEM or carrier (manuals, etc.) are not covered by the program.
- Wireless 4 Life covers the handset and included bundled accessories from any accidental damage (water damage included), loss, or theft.
- Upon request, customers can receive a free annual replacement handset with originally packed components even if the original handset is not damaged, lost, or stolen. This annual replacement is not automatic and upon REQUEST only. The Wireless Center will only honor one requested annual handset replacement (outside of loss, theft or damage replacements) per calendar year. If the same handset model is no longer available for replacement, an equivalent/comparable model will be provided. Replacement model will be determined by The Wireless Center.
- Replacement claims must be filed within 30 days of the occurrence to be valid. Claims made after 30 days of occurrence will not be honored.
- The Wireless Center will replace the wireless handset originally purchased with the Wireless 4 Life program. If the same handset model is no longer available for replacement, an equivalent/comparable model will be provided. Replacement model will be determined by The Wireless Center.
- There is no replacement fee or deductible to obtain a replacement phone or accessory. Shipping and handling charges will apply (expedited shipping and other shipping options will be available). Customer will be responsible for all shipping and handling charges.
- The Wireless 4 Life program will not charge a monthly premium. Any funds paid by the customer to the service provider are not contingent to the Wireless 4 Life program.
- Shipping and Handling charges are non-refundable.
- All product replacements must be requested individually and will incur separate shipping & handling fees.
- Customers are automatically enrolled in the Wireless 4 Life program upon qualifying purchase, beginning on the order date on record.
- To obtain a replacement phone or accessory, customer must submit a replacement request by visiting www.simplyactivate.com or call 1-888-238-0828 to request a manual form.
- Customer must provide their original order number, shipping zip code used for their original purchase, wireless phone number, name, and address in order to file a replacement claim for the Wireless 4 Life program.
- Wireless 4 Life does not cover airtime and will not transfer unused airtime to a replacement device.
- The Wireless center is not responsible for any funds paid by the customer to the service provider, including monthly service charges, airtime purchases, etc. These funds will not be covered or refunded under the Wireless 4 Life program.
- Information and other handset provisioned features such applications, content including but not limited to music, e-wallet, photos, contacts, wireless phone number, and other data, are not covered by the program.
- Protection and/or replacement of any personal information and data contained on the handset will not be the responsibility of the carrier or Wireless Partners.
- Any person who knowingly and with intent to defraud any company or any person, files a statement containing any materially false information or conceals for the purpose of misleading information concerning any fact material thereto, commits a fraudulent insurance act, which is a crime. Penalties may include imprisonment, fines, denial of program participation, and civil damages.
- The Wireless Center may choose to limit product replacements to 12 handset replacements per calendar year and 24 accessory replacements per calendar year.



To submit a replacement request:

visit: www.simplyactivate.com

**To request a manual replacement request form via mail, or for any questions or concerns,
call [1-888-238-0828](tel:1-888-238-0828) or email wirelesscenter@simplywireless.com**

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