

Satisfaction Guarantee

You may terminate service for any reason within 30 days of activation without incurring an early termination fee. You will be responsible for all applicable fees, prorated access charges, taxes or other charges that accrued to your account through the termination date and equipment return date.

Return Policy

You may return or exchange any or all of your paging equipment for any reason within 30 days of purchase. You must return the equipment intact with all components (holster, battery, instructions, etc.). All components must be in like-new condition.

You must call the contact number stated on your customer receipt (or packing list) to make arrangements for the return of your equipment. Please also include the pager return form available at the bottom of the page.

At our discretion, we may decline your return or exchange, or charge you a fee, if you do not return all items or if items you return are damaged or require service.

If you return and we accept your equipment within this period, we will refund your equipment purchase price. All cash or check transactions will be refunded by check. Checks take a minimum of four to six weeks for processing. Credit card transactions will be refunded to the credit card account used for the initial transaction.

All returns should be mailed to:

**511 S. Royal Lane
Coppell, Texas 75019**

If you would like an ARS label please go to our self service application.

PAGER RETURN FORM



Dear Customer,

Included with this form are the materials needed for you to return a pager(s) to American Messaging via **United Parcel Service (UPS-only)**.

General Return Instructions:

1. Complete the information in the boxes below. List the capcode or serial number of each pager you are returning. The capcode is located on the back of the pager. In most cases it starts with an E or A with 7 to 10 numbers following (example E1234567). Please print the two-digit Pager Return Reason Code, listed below, to identify the reason for the returned equipment.
2. If the back of your pager is missing the label that contains the serial number and capcode, or if the label is illegible, please call our customer service department at 888.699.8937 for assistance.
3. Print your name and address on the UPS Authorization Return Label (ARS) and affix to your package.
4. Return one copy of this form along with the pager(s) in a suitable package for shipping and retain a second copy for your records.
5. Give the package to a UPS driver. If you do not have UPS service available, please call 1.800.742.5877 for the nearest UPS drop off location.

Date:	ARS Label#:
Account Number:	Account Name:
Contact Name:	
Contact Phone Number:	

Capcode or Serial Number	Return Code	Capcode or Serial Number	Return Code	Capcode or Serial Number	Return Code
Example: E1234567	17				

Pager Return Reason Codes

Cod	Reason	Cod	Reason	Code	Reason	Code	Reason
11	Does Not Page	15	No Longer Need Pager	20	Pager Exchange	23	Water Damage
12	Misses Pages	16	Equipment Type Inadequate	21	Damage to Pager Case	24	Group Call Issue
13	Falsing (Turns Off & On)	17	Spare Return	22	Broken Battery Door	26	Other
14	Bad Display	18	Business Closing	29	Lost/Stolen	30	Price
27	Billing Problems	28	Coverage	33	Service Change		
31	Customer Service Issues	32	Reseller Disconnect				

Selecting any of the Pager Return Reason Codes above does not in any way alleviate or reduce your contractual obligations and, if applicable, certain early termination fees and other costs may apply. American Messaging reserves the right to charge due to mishandling of pager(s). Such mishandling includes, but is not limited to, water damage, case damage, LCD damage and internal damage. By selecting Reason Code 25 (trade-in/Purchase) you agree that you are releasing title to this pager to American Messaging as part of a trade-in/purchase arrangement whereby you are trading in this pager and agree to the \$9.95 charge to purchase another pager from American Messaging.

Total Number of Pagers Returned: _____

Customer Signature: _____

Date: _____

Visit AmericanMessaging.net or call our customer service department at 888.247-7890 if you have any questions or require assistance.