

## RETURN POLICY

From the date of SIM card activation, our customers have nine (9) days to determine if they are completely satisfied or prefer a refund. Call Customer Care Center at (800) 662-4604 and send a required email (to [custserv@mcstelecom.com](mailto:custserv@mcstelecom.com)) or written letter to MCS USA, 4848 E. Cactus Road #505-425, Scottsdale, Arizona 85254-4848. You will then receive a Return Authorization (RA) number and the product return mailing address. Refunds are processed within 30 days of receiving product.

Refund is for the product only. Shipping/handling, porting, and “Keep Your Same Number” fees are non-refundable.

A fee of \$54 will be withheld from the refund until your SIM has been returned with tracking to MCS USA, 4848 E. Cactus Road #505-425, Scottsdale, Arizona 85254-4848. We allow a 10-business day return from time of refund request (RA); if it is not returned during this timeframe, the \$54 becomes non-refundable.

## WARRANTY AFTER 9 DAYS

In the event of a lost, stolen or defective SIM card, customer may purchase a replacement SIM for \$30. Replacement cost is available to our customers throughout their nine years of service. Pricing may vary.

**MCS USA Service Team**  
(800) 662-4604