

Data usage:

Additional charges will apply if you email pictures, download music/ other files, browse the internet etc. If you plan on doing this, you should consider adding data/ browser/ text messaging etc features.

If you cancel your data feature during the term of your agreement, additional charges may apply up to \$200. For more information on data feature cancellation charges, please call 1 800 667 0123.

Global Wireless and Baka Wireless work together to provide mobility services for companies across Canada

Return Chart

Situation	Hardware	Rate Plan
0-14 days, less than 30 minutes (Cell, Smartphone, Turbo Hub, etc.), all hardware and packaging must be intact. Mobile Internet Devices (Turbo Sticks, MiFi and Turbo Hub)with data usage not exceeding 50 megabytes.	Full Refund (\$25 administration fee will apply)	Full Cancellation Fees Apply†
15 days or/and 30 minutes or greater and/or data usage exceeding 50 megabytes (Mobile Internet Devices).	No Refund	Full Cancellation Fees Apply†
SIM cards are final sale. iPhone cannot be returned or exchanged.		

† Includes Early Termination Charges if canceling your service agreement.

If you return a cellular phone it must:

- Be returned in its original packaging along with all components, such as manufacturer's guide, additional battery, battery charger, handset strap, tray, rubber face plate and cases. Note: these components may not be included with all cellular phones.
- Manufacturer's guide must not be written in or torn.
- Cellular phone must not have incurred any physical damage: scratches, dents, broken antenna, etc.

If the above conditions are not met, or if we do not receive the product within the 14-day remorse period, a communication will be sent to you advising that a refund on the hardware will not be applied. Additionally, you may be responsible for charges including but not limited to the prorated rate package charge, out of bundle usage*, and the Long Term Contract Cancellation Fee (if on a contract).

*Out of bundle usage charges are charges for airtime, long distance, or roaming that are not included within the rate package.

All returns and exchanges should be received at address below , and must be accompanied by the original receipt and a note of explanation. Allow for shipping time to ensure **Baka receives the item within the 14 days from invoice date. All courier fees and expenses is the responsibility of the end user.** Returns should be shipped to:

Attn: Fulfillment
 Baka Wireless
 630 The East Mall
 Etobicoke, Ontario
 M9B 4B1

Refund will be to the method of purchase. Cash will be refunded via corporate cheque.

This policy is subject to change, and will be updated as needed.

DOA (Dead on Arrival)

A DOA cellular phone is defined as a non functioning or defective product. Baka follows the standard manufacturer DOA policies for all cellular phones. The manufacturers' policies are subject to change. **iPhones returned under the DOA process will be subject to a \$43.60 "refresh" fee (plus applicable taxes).**

In order to qualify for DOA, the phone must meet the following criteria:

1. We must be able to reproduce the problem.
2. All DOA returns must include **a copy of the original bill of sale**, and a **description of the problem**.
3. The phone must be in original packaging (ESN on phone matches box) and include all accessories, manual and warranty cards, all in undamaged and unmarked condition.
4. The phone must be received by Baka (address below) within 14 calendar days of original invoice purchase date (date on invoice). **There will be absolutely no exceptions**. After 14 days the DOA policy is the liability of the manufacturer's one year warranty.
5. **Regarding Palm Pre Dead on arrivals**
-The DOA Policy for the Palm Pre is 30 days and zero voice minutes. A Palm Pre will be deemed Dead on arrival if it meets the following criteria:
(i)The smart phone was purchased within 30 days.
(ii)There are zero (0) minutes of voice usage on the LIFETMR
(iii)The Palm Pre is unable to power on/off (after battery is charged), or
(iv)There is a display, screen, keypad or speaker malfunction.

If the phone qualifies for DOA (based on criteria above), Baka will provide you with a replacement phone. If these criteria are not met, the replacement of the device must be shipped to the manufacturer. If not, the replacement of the device will be the responsibility of manufacturer under the 1 year warranty that the unit has.

Please Note:

1. **If the phone does not qualify for DOA, your phone will automatically be forwarded to our service department, and we will provide you with a Service Reference Number, for use in tracking the repair.**
2. **Phones must be returned with the original box and full packaging. Any missing components will be subject to a minimum \$50 re-stocking fee, and any phones that have been scratched or damaged will NOT be exchanged and will have to be sent in for service as in the case below.**

***SIM cards** are final sale. If returning a device that came with a SIM card, you are responsible for purchasing a new one to go with the returned device. Shipping fees are final sale and are non refundable

***iPhones returned under the "Buyer's Remorse" process will be subject to a \$43.60 "refresh" fee (plus applicable taxes).**

*Due to hygienic reasons, all Earpiece and/or Headsets are Final Sale.

*Accessories will be considered for return within 14 days of Invoice Purchase Date, provided the item is un-used, and complete in original packaging.