

SimpleCom Return, Exchange & Cancellation Policy for Routers, Starlink, Network Extenders and VoIP

We want you to be 100% satisfied with your purchase. We also understand that sometimes a product is not a perfect fit or what you expected and needs to be returned. Here is how we deal with returns, exchanges and cancellations.

Items Damaged in Shipment

If you find something was damaged during shipment, please email support@simplecom.pro right away. Include a description of the damage, and pictures if possible. This information is very helpful to us in assessing how we package our orders and helps prevent similar problems in the future. We'll get replacements for the damaged goods out to you as quickly as possible.

Return Request Time Period

Products may be returned within 30 days of original purchase date. Depending on circumstances, we may choose to extend that window. Any return period extensions are at our discretion.

Return of Unused Items

We will be happy to arrange for a return or exchange of any unused items purchased. Your purchased product must be returned in salable condition with the original packaging, including Universal Product Code (UPC), manuals, parts, cables, and product packing materials. Simply contact us via phone or email at support@simplecom.pro and provide the reason for the return as well as the equipment information, purchase date, and the specific device serial numbers (IMEI or ESN or MAC) if applicable.

Returned of Used Modified Items

Used items are a bit different. We will be happy to arrange for a return or exchange of any used items purchased if they are also in salable condition with the original packaging, including Universal Product Code (UPC), manuals, parts, cables, and product packing materials. Used items must be functional and without an installation mark, scratches, torn or missing labels or other issues that make the item unsuitable for resale. Again, simply contact us via phone or email at support@simplecom.pro and provide the reason for the return as well as the equipment information, purchase date, and the specific device serial numbers (IMEI or ESN or MAC) if applicable. If we determine that the item is not in the condition where it is able to be resold, the item cannot be returned.

Return of Special-Order Items

Special order items are non-returnable. This includes custom cable assemblies, antennas with special cable lengths, and items not normally stocked by SimpleCom that were special ordered by SimpleCom on behalf of the customer.

Returns of Products Outside Return Period based on Defect

In the product return request is outside the return period and request is due to a product performance issue, the product will be handled as a warranty repair or exchange. We will be glad to examine the product to determine if the issue is a manufacturer error or failure due to defective materials, and we will repair or exchange the item(s) as needed. This process may or may not involve sending the product(s) back to the manufacturer for their assessment, repair or exchange. Determination of whether the repair or exchange will be provided by SimpleCom or by the manufacturer is done on a case-by-case basis and is at the discretion of SCT and/or the product manufacturer.

Shipping Items Back for Return

Items should not be shipped back to us until you have contacted us, and an RMA has been issued. Once we determine whether an item is suitable for return, we will issue an RMA number and provide instructions for its return. If the product returned has any data or configuration information stored in memory, we suggest that the item be cleared and returned to factory default before shipment. We are not responsible for the storage or transfer of such data or information to another product or for the loss of any data or information or to maintain the confidentiality of any data or information still residing on the returned product. SIM cards should also be removed before shipment. We are not responsible for recovering or returning SIM cards left inside returned equipment.

Return Shipping Costs

Shipping costs related to the return of products is the responsibility of the customer. We do not pay for or reimburse for return shipping, nor do we issue return shipping labels.

Refunds for Hardware Returns

Refunds will be processed within 30 days of the receipt and evaluation of the returned product. Refunds will be provided either by check, a credit to the credit card used to make the purchase, or a credit memo to the customer account that can be applied to future purchases. Service, delivery, support, and installation charges are non-refundable once performed.

Refunds for Installation & Support

We understand that sometimes the hardware or solution you purchased may not have worked to your exact specification or expectation, while we provide a policy and allowance for a return of equipment, the policy does not apply to labor or expenses associated with the setup, installation or support. If you provided the resources to install and support the equipment, those expenses are deemed part of the normal course of technology implementation and not reimbursable by SimpleCom. If Simple Com provided the resources for installation and support, whether these were SimpleCom staff or third-party contractors, those expenses are also not reimbursable. SimpleCom is also not responsible for the removal or de-installation of the equipment nor are the expenses related to the removal, de-installation or transfer of service reimbursable. For One Talk projects, SimpleCom installation and support services are subsidized by Verizon and are not a reflection of the actual expenses incurred by SimpleCom. Cancellation of One Talk service prior to 6 full months of service delivery will result in an early termination fee of \$300 per line of service. This is not a penalty by SimpleCom or Verizon, but simply a cost recovery for the true cost of the installation and support services provided by SimpleCom. Termination fee must be paid 30 days prior to the cancellation or transfer of service. Depending on circumstances, we may choose to extend that window. Any period extensions or financial adjustments are at our discretion.