

Return Policy

Plan and SIM Purchases:

We offer a 7 day return policy from the day you receive your product under the following conditions:

- Refunds and exchanges may only be made within 7 days of receiving the product.
- Return shipping for SIM card and plan purchases is not required.
- A refund will not be accepted if any part of your product has been used. Product will be considered used if it is activated or applied to an active account.
- Original shipping & handling charges are not refundable.

Device and Accessories Purchases:

We offer a 7 day return policy from the day you receive your product under the following conditions:

- Refunds and exchanges may only be made within 7 days of receiving the product.
- Shipping cost (to and from buyer) will be charged **\$25.00 handling fee** for any refused shipping delivery (including duties, taxes and customs fees if any).
- A refund will not be accepted if you return your item with any missing parts. A refund will not be accepted if any part of your product has been used. Product will be considered used if it is activated or applied to an active account.
- Non-damaged condition, including packaging, documentation, SIM cards, warranty cards, manuals and accessories or else it will not be accepted. A refund will not be accepted if you return your item with any kind of damage (misused or abused product).
- Original shipping & handling charges are not refundable.
- Customer must pay for their own return label and a 20% restocking fee + **\$25.00 handling fee** will be debited from the final return amount
- Additional terms apply below for Apple Products

Customer is responsible for shipping, shipping cost and proof of delivery on all returns. Please be sure that your return shipments are properly packed and fully insured. We are not responsible for returned packages if lost or damaged by the carrier.

Any product with a physical defect may be returned to us within 7 days of receipt. Misused, used, or abused product will not be deemed defective under any circumstances. Airtime may not be returned as defective under any circumstances.

Additional Apple Product Return Policy

Any and all new condition Apple products returned including, but not limited to, iPhone, iPads, AirPods cannot be returned as open-box items. These products must be returned in its original packaging and original seal.

For any defective or Apple Products which were sold as refurbished or not in New condition must be remote wiped prior to return

By purchasing, you agree to the [SATELLITE WORKS TERMS & CONDITIONS](#) together with this return policy.

This return policy may be modified or changed without notice.