



RETURNING ITEMS PURCHASED ONLINE

If for any reason you are not satisfied with an item purchased from EiSIM By: Social Fi Cellular Network you may return the product within 90 days for a full refund or replacement, whichever you prefer. The limited warranty term is 90-days beginning on the date of purchase or order. You must provide a copy of your packing slip or order with the item listed. Shipping and handling charges are nonrefundable.

Return by Mail

If returning by mail, please obtain a **Return Authorization** by contacting Customer Support at <https://eism.net>. Be prepared to provide your order number and a brief description of the reason for the return.

Return In The Hands of an AGENT

Online purchases can be returned to any SOCIAL-FI NETWORK LLC AGENT RMA an exchange or refund within 90 days of your purchase. Just bring the item along with the order packing slip or order and we will gladly exchange or refund the purchase. If you do not have a proof of purchase, please obtain a **Return Authorization**

by contacting Customer Support at <https://social-fi.net>. Be prepared to provide your order number and a brief description of the reason for the return.

Things to Know:

- Merchandise may be returned within 90 days for a full refund or replacement, whichever you prefer
- Shipping and handling charges are non-refundable
- When returning an item to a store, you must provide a copy of your packing slip or order with the item listed
- Some items are subject to a **re-stocking fee** – see an associate for details
- When returning an item to a store, the manager has the right to refuse returns of any item, at any time, for any reason