

# **RETURN & REFUND POLICY**

Thanks for shopping at Communication Unites Everyone LLC (d/b/a CUE Wireless). If you are not entirely satisfied with your purchase, we're here to help.

## **Returns of Hardware Items**

You have 30 calendar days to return an item from the date you received it.

To be eligible for a return, your item must be unused and in the same condition that you received it.

Your item must be in the original packaging.

Your item needs to have the receipt or proof of purchase.

## **Refunds of Hardware Items**

Refunds are handled on a case-by-case basis.

Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your refund after inspecting the item.

If your return is approved, we will initiate a refund to your credit card (or original method of payment).

You will receive the credit within a certain amount of days, depending on your card issuer's policies.

## **Refunds of Service**

Refunds of a prepaid service is not available. You are not on a contract and when you cancel services, your service will stay active until the end of the month of service has passed. All recurring billing will cease on the date of cancellation if there is a 24-hour period before the recurring bill is charged. Any cancellation must be sent via email to [support@cuestreaming.com](mailto:support@cuestreaming.com).

## **Shipping**

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are nonrefundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

## **Contact Us**

If you have any questions on how to return your item to us, feel free to contact us.

Phone: **855.283.2263**

Email: [support@cuestreaming.com](mailto:support@cuestreaming.com)