Make a payment at an Authorized Payment Location (fees vary based on location)
This is not a warranty service contract. Metro does not represent or guarantee that you will receive a refund if you return your device. Returns may be made at the device was purchased - all returns must be made for reasons outside of warranty issues. Refunds will be less any rebates received and shipping costs. Certain promotional offers may require you to return all items you received with your device and could cause you to become ineligible for any promotional discounts.

There are no refunds, returns, or credits for prepaid service fees, monthly service, application download, add-ons and other fees. Return Policy is for new device activations only. Device upgrades are non-refundable and non-returnable, but may be covered by a limited manufacturer’s warranty. If applicable. There are no refunds, returns, or credits for any other item not listed above.

Pricing
For customers who are interested in older rate plans, we continue to make select older rate plans available for a limited time. These plans are known as heritage plans. Ask a Mobile Expert or call Care for available rate plans.

Returned Payment Policy
If your payment is dishonored or returned, we may charge you a returned payment fee at the highest amount permissible by law, and we may also generate a draft or electronically debit your account for any fee amount due, as all allowed by law. More information can be found on metrobyt-mobile.com.

Device Exchange Options - No guarantee of new device
Not all exchange options available at all locations. Device exchanges limited to manufacturer’s warranty reasons or under the Return Policy.

• $20 Exchange by Mail®
• $25 Exchange by Mail® (replacement device is available for in-store policy is approximately 10 business days)

Contact Manufacturer
Contact the device manufacturer directly. See sales associate for information.

Device must be turned off and must be returned in undamaged condition. Device must be fully charged and have all accessories. Include proof of purchase. Metro reserves the right to refuse any device for any reason.

Return Policy and Device Exchange Options do not apply to non-Metro branded devices.

Service Fees & Charges
(additional taxes and regulatory fees may apply)

• Phone activation $25
• Bring your own device activation $25
• Device Change $25
• New device activation $5
• Exchange outside normal return period device

Rate Plan Downgrade Charge $50
If you cancel service without paying this charge.

Metro by T-Mobile will gladly assist with your Return.

                    Metro by T-Mobile Terms and Conditions of Service ("Agreement")

Welcome to Metro by T-Mobile. We are pleased that you have selected us as your wireless carrier. Please use this page as a reference for questions about your service and the Terms and Conditions of Service that govern the service you have purchased from Metro. These Terms and Conditions of Service apply to all devices and wireless services provided by us to you and consist of several parts, which may be amended from time to time:

• The Metro Terms and Conditions of Service (https://www.metrobyt-mobile.com/terms)
• Your Metro Rate Plan (https://www.metrobyt-mobile.com/plans)
• The Metro Privacy Policy (https://www.metrobyt-mobile.com/privacy-policy)
• The Metro Network Disclosure (https://www.metrobyt-mobile.com/terms-network-disclosure)
• The Metro Online Terms of Use (https://www.metrobyt-mobile.com/terms-conditions/online-terms.html)
• The Metro Wi-Fi Terms of Use (https://www.metrobyt-mobile.com/terms-conditions/wifi.html)
• In addition, the terms and conditions relating to any additional features you may have selected or as may be included in your Rate Plan including, including, but not limited to:
  o MetroWEB® Terms of Use (https://www.metrobyt-mobile.com/terms-conditions/metro-web.html)
  o Metro411 Terms of Use (https://www.metrobyt-mobile.com/terms-conditions/metro411-terms-of-use)
  o MetroZone and MyExtras® Terms of Service (https://www.metrobyt-mobile.com/terms-conditions/metrozone-my-extras-terms-of-service.html)
  o Metro International Calling (https://www.metrobyt-mobile.com/terms-conditions/international-terms.html)

In the event that the terms and conditions relating to a feature you may have selected or may be included in your Rate Plan conflicts with the Metro Terms and Conditions of Service, the Terms and Conditions of Service shall control.

By: (a) giving us a written or electronic signature or telling us verbally that you accept the Metro Terms and Conditions of Service; (b) activating Service (if you are a new subscriber); (c) using your Service after your Service is activated or after you make a change or addition to your Service; (d) paying for the Service; or (e) failing to activate Service within 30 days after the purchase of your wireless device, unless you return your wireless device within Metro’s applicable return period, you agree to the Metro Terms and Conditions of Service and the terms and conditions of service and use related to any feature you may have selected or may be included in your Rate Plan, including, but not limited to:

• You waive your right to a jury trial in disputes with Metro;
• Your disputes with Metro will be decided by an arbitrator;
• You waive your right to institute or participate in class action litigation against Metro;
• You will provide Metro with accurate information about yourself;
• Metro may communicate with you from time to time about your Service;
• You will pay all taxes and regulatory fees even if your rate plan is inclusive of taxes and regulatory fees; and
• Metro may terminate your Service if you fail to timely pay for your Service or violate the Terms and Conditions of Service in any way, including abuse of the Service or violations of applicable laws.

Premium and Third-Party Services
California Residents Only
Certain parties besides Metro have the ability to place charges on your account for premium services. You may access these services and authorize the placement of charges on your account through your phone or online account. Metro also provides customers, at no additional cost, with the ability to restrict the placement of charges for premium third-party services on your account. Contact customer care or go to metrobyt-mobile.com/blocking for more information.