

## **Videotron Store**

### **Exchange and Refund Policy – Mobile Accessories**

Videotron is committed to customer satisfaction when it comes to the purchase of mobile accessories in its Videotron stores.

This exchange and refund policy applies to the following mobile accessories: phone case, charger, earphones, charging cable, phone holder, Bluetooth speaker, screen protector, and connected objects.

If you are not completely satisfied with your purchase, here are the options available to you.

- Any mobile accessory in a sealed (unopened) package

can be returned to the original store for an exchange or refund within 15 days of the date of purchase. Proof of purchase is required. The exchange or refund is applied to the original payment method.

- Any mobile accessory in an unsealed (opened) package

can be returned to the original store for an exchange or refund within 15 days of the date of purchase, as long as it is returned "as new" and in the original packaging, with all components included with purchase. Accessories that are damaged and/or that cannot be resold may not be eligible for an exchange or refund. Proof of purchase is required. The exchange or refund is applied to the original payment method.

#### **Exceptions:**

No returns or refunds for headphones whose original packaging is unsealed (opened);

No returns or refunds for screen protectors that have been installed;

Defective items:

A defective accessory is subject to the manufacturer's warranty. If an accessory is defective within 15 days of purchase, you can return it to the original store. If the defect is found after 15 days of purchase, please contact the manufacturer directly.

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