

Return Policy for Fios Internet, Fios TV, and Fios Home Phone

This return policy is provided by Verizon Online LLC (“Verizon” or “us”) to eligible customers (“you” or “your”) in connection with the products named or otherwise referenced in this policy and are either purchased by you from Verizon or provided to you by Verizon in connection with your Fios® Services (each, as applicable, “Equipment”). This policy applies whether you order or obtain the Equipment over the phone, online directly from Verizon, or in person at an authorized Verizon retail store (“Retailer”). This return policy does not address Equipment that is Verizon-owned and rented by you in connection with any service provided by Verizon or otherwise.

1. RETURN POLICY

Equipment may be returned to Verizon as set forth below. These policies do not limit or supersede existing manufacturers’ warranties. You may return any Equipment or Other Devices you purchased from us for any reason within fourteen (14) days of purchase. Defective Equipment may be returned within one (1) year of Equipment purchase or activation, whichever is earlier. You must contact us to return any defective Equipment. If you return Equipment, we may replace it with a new or refurbished item, or we may refund payment for purchased Equipment.

Verizon’s sole obligation to you under its return policy shall be to replace or repair any qualifying Equipment, subject to the limitations set forth here. Return of defective equipment or requests for repair or replacement Equipment will not apply in the following circumstances:

- 1.1. The Equipment is sent or otherwise taken outside of the United States.
- 1.2. Equipment that is not connected to the Fios network so that remote diagnostics can be attempted.
- 1.3. With the exception of Reconditioned Equipment provided directly from Verizon, if you are not the original owner of the Equipment, **or the Equipment has either not yet been paid for in full, or has been reported to Verizon as stolen.**
- 1.4. You are more than sixty (60) days past due on any of your payment obligations in connection with any Verizon Service.
- 1.5. You alter, repair, or improperly handle the Equipment.
- 1.6. There is damage or other equipment failure where you do not maintain the Equipment according to the owner’s manual; or you improperly store, ventilate, connect, or reconfigure, or place the Equipment. (Equipment must be placed in an area that complies with the manufacturers published space, electrical grounding, and environmental requirements).
- 1.7. Equipment is abused, vandalized, stolen, damaged by fire, water, wind, freezing, power failure, inadequate power supply, unusual atmospheric conditions, acts of war, acts of God or other Force Majeure events.
- 1.8. You use the Equipment in a manner inconsistent with its design, the owner’s manual, if any, or the way Verizon or the manufacturer intended the equipment to be used.
- 1.9. You use the Equipment for any purpose other than your private non-commercial use.
- 1.10. The Equipment has cosmetic damage including but not limited to, scratches, dents, rust, or stains.
- 1.11. The Equipment is Retired. With the exception of certain set top boxes and Optical Network Terminals (ONTs), ownership of Retired Equipment reverts to you when Verizon designates Equipment as Retired Equipment. A list of Retired Equipment and additional details can be found at

<https://www.verizon.com/support/residential/internet/equipment/routers/other-equipment>. Verizon may provide limited or no support for Retired Equipment. If you continue to use Equipment after Verizon designates it as Retired, you may not receive software-based equipment feature and security updates, which may impair the delivery of services and functionality of the Equipment.

1.12 If you use the Equipment to run any software not provided by Verizon or its immediate partners, including but not limited to, application programs, network programs, upgrades, formatting of any kind, databases, files, drivers, source code, object code or proprietary data, or any support, configuration, installation or reinstallation of any software or data, or if you attempt to 'jailbreak' any of the Equipment

2. DISCLAIMER OF WARRANTIES

We make no representations or warranties, express or implied, including, to the extent permitted by applicable law, any implied warranty of merchantability or fitness for a particular purpose, about your Equipment. We do not warrant that your Equipment will work perfectly or will not need occasional upgrades or modifications, or that it will not be negatively affected by network-related modifications, upgrades or similar activity.

3. GOVERNING LAW AND DISPUTE RESOLUTION

Without foreclosing any rights or options available to you under state or federal warranty laws, the governing law and arbitration clauses contained in the Fios TV, Fios Internet, and Fios Home Phone Customer Agreement and Service Terms apply to any disputes related to this policy. The Fios TV, Fios Internet, Fios Home Phone Customer Agreement and Service Terms can be found at <http://www.verizon.com/about/terms/>.

REMAINDER OF THIS PAGE INTENTIONALLY LEFT BLANK

v. 2021 –1

February 12, 2021