Repair

You depend on your device to stay connected.

The Equipment Service and Repair Program is a service contract program for your wireless device that provides protection for mechanical or electrical failure due to defect or normal wear and tear, as well as routine maintenance. For complete terms and conditions, see the enclosed service contract.

If your device needs service or repair:
- Visit one of more than 1,300 Sprint Phone Repair Centers. Many issues can be resolved in the same day. To find the nearest location, visit sprint.com/storelocator.
- If you receive a replacement device, you’ll need to return your malfunctioning device or pay the unreturned equipment charge applicable to the model of the failed device. You can avoid this charge by simply returning the failed device as directed. When a replacement device must be ordered, it typically will arrive in two to three business days and may require a return visit back to the Repair Center for replacement device pickup.

Covered equipment includes:
- Eligible Sprint or Nextel® phone or smartphone. The malfunctioning device must be active on the Sprint or Nextel network at the time the malfunction occurs. Standard battery and standard battery charger are only covered if part of a repair or loss to the covered equipment.
- Sprint Mobile Broadband Card™. Must be active on the Sprint network at the time the malfunction occurs.

To enroll:
You can enroll in the Equipment Service and Repair Program when you upgrade or activate your Sprint or Nextel phone or smartphone. It couldn’t be simpler. To enroll, ask a sales rep or call 1-800-584-3666 within 30 days of activation.

The enclosed service contract contains a binding arbitration provision that requires the submission of all disputes (except where express exemptions are provided) to final and binding arbitration in accordance with the provisions set forth in the dispute resolution section.

*Devices are eligible for enrollment within 30 days of activation or upgrade at the time of a paid service transaction.
Equipment Service & Repair Program Contract

Program Providers:
Sprint Nextel
Asurion Warranty Protection Services of Florida, LLC
Asurion Warranty Protection Services of North Carolina, Inc.
Asurion Warranty Protection Services of Ohio, Inc.
Asurion Warranty Protection Services of Rhode Island, Inc.

For service, call a Sprint Phone Repair Center:
Call 1-800-347-3675 or visit sprintrepaircenter.com
Or call Sprint Customer Care at 1-800-361-6371 for devices on or before 1-848-217-4727 for devices after 5/12/2008.

You must be a Sprint Customer during the contracted term to receive service.

You can also write to us at:
Sprint Nextel
P.O. Box 061078
Chicago, IL 60606-1078

The Dispute Resolution provision of this Contract is deleted in its entirety.

In California:
You fail to pay any amount due or You fail to engage in material misrepresentation in obtaining or exercising the Program or engaging in conduct which violates any provision of this Agreement or the Dispute Resolution provision of this Contract.

In Nevada:
Or after the Program to a person who has not notified the Program by You, including but not limited to seeking replacement of a wireless device not belonging to You, whether based on contract, tort, unfair competition or otherwise; (2) the Program is used or caused to be used in violation of any court order or decree; or (3) material misrepresentation in obtaining or exercising the Program, or engaging in conduct which violates any provision of this Agreement.

In North Carolina:
You may cancel the Program at any time. Please refer to the section in this Contract titled "Prohibitions on Transfer and Abuse of the Program." You can avoid this charge by simply returning the Covered Equipment to us at the Repair Center. You may be charged for all Claim Pending Periods, if any, as well as the Return of Replaced Equipment/Non-return Charge.

In Oregon:
We will adjust the Program as outlined above is in addition to any right You may have under applicable law, neither You nor Your attorney will be entitled to recover attorney's fees and expenses either during the arbitration hearings or, upon request, within 14 days of the final decision of the arbitrator. This Agreement restricts the ability of You and Us to file suit against each other except to the extent permitted in the Dispute Resolution provision of this Contract.

In Arizona:
1. The Program is non-transferable, and You may not sell it or loan it to anyone.
2. You may assign the Program to Us if You desire to change the Program.
3. It is not transferable to anyone who is not a subscriber or who is not an owner of the wireless device.

In Wisconsin:
We will have a claim against You for any charges due under this Agreement.

In Washington:
We will have a claim against You for any charges due under this Agreement.

In Wyoming:
We will have a claim against You for any charges due under this Agreement.

In Connecticut:
You are considered to be a consumer which results in an increased risk to You or Us.

In New Mexico:
The Program has been in force for a period of seventy (70) days, and You have not paid for all the charges due under this Program.

In Oklahoma:
Any agreements and disputes between You and Sprint Nextel shall be exclusively governed by Your State and the terms of this Contract, unless You are a Sprint Nextel subscriber.

In Oregon:
Any agreements and disputes between You and Sprint Nextel shall be exclusively governed by Your State and the terms of this Contract.

In North Carolina:
Any agreements and disputes between You and Sprint Nextel shall be exclusively governed by Your State and the terms of this Contract.

In Virginia:
Any agreements and disputes between You and Sprint Nextel shall be exclusively governed by Your State and the terms of this Contract.

In Wisconsin:
Any agreements and disputes between You and Sprint Nextel shall be exclusively governed by Your State and the terms of this Contract.

In Wyoming:
Any agreements and disputes between You and Sprint Nextel shall be exclusively governed by Your State and the terms of this Contract.

In California:
Any agreements and disputes between You and Sprint Nextel shall be exclusively governed by Your State and the terms of this Contract.

In Nevada:
Any agreements and disputes between You and Sprint Nextel shall be exclusively governed by Your State and the terms of this Contract.

In North Carolina:
Any agreements and disputes between You and Sprint Nextel shall be exclusively governed by Your State and the terms of this Contract.

In Oregon:
Any agreements and disputes between You and Sprint Nextel shall be exclusively governed by Your State and the terms of this Contract.

In Virginia:
Any agreements and disputes between You and Sprint Nextel shall be exclusively governed by Your State and the terms of this Contract.

In Wisconsin:
Any agreements and disputes between You and Sprint Nextel shall be exclusively governed by Your State and the terms of this Contract.

In Wyoming:
Any agreements and disputes between You and Sprint Nextel shall be exclusively governed by Your State and the terms of this Contract.

In California:
Any agreements and disputes between You and Sprint Nextel shall be exclusively governed by Your State and the terms of this Contract.

In Nevada:
Any agreements and disputes between You and Sprint Nextel shall be exclusively governed by Your State and the terms of this Contract.

In North Carolina:
Any agreements and disputes between You and Sprint Nextel shall be exclusively governed by Your State and the terms of this Contract.

In Oregon:
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In Virginia:
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Any agreements and disputes between You and Sprint Nextel shall be exclusively governed by Your State and the terms of this Contract.