



Industry Leading Return & Warranty Policy

Returns & Exchanges

At weBoost, we take pride in the workmanship and quality of our products. We value each of you as customers and are grateful for your support and business. That is why we are committed to making our return and exchange process simple, quick, and headache-free.

For-Any-Reason 30-Day Money-Back Guarantee

We want you to feel completely satisfied with your weBoost purchase. If you are unhappy with your purchase for any reason within the first 30 days, you can return your weBoost product for a full refund. We ask only that you pay for the return shipping. We are pleased to provide every customer with a simple, 30-day money-back guarantee.

30-Day Money-Back Guarantee Process

The process is easy:

1. Call us at [866-294-1660](tel:866-294-1660), send us an [email](#), or visit weBoost.com and chat with one of our incredible Customer Support representatives and let them know you'd like to make a return.
2. Ship your weBoost product back to us (or back to the original seller if instructed), along with your proof of purchase.
3. After your product has been returned, you will receive your refund within 5 to 7 business days.

2-Year Manufacturer's Warranty

weBoost gladly warranties all of our cell signal boosters and kits for 2 years against any workmanship or material defects. To take advantage of our manufacturer's warranty, you can simply return your weBoost product to us, along with your dated proof of purchase. We ask only

that you pay for the return shipping. We will replace your product and pay for delivery of the replaced product back to you if you are located within the continental U.S.

How to Exchange Your weBoost

If you'd like to return or exchange your weBoost product:

1. Contact our awesome Customer Support team at either [866-294-1660](tel:866-294-1660) or support@weboost.com, or go to [weBoost.com](https://www.weboost.com) and begin a chat.
2. Package and ship your weBoost product back to us.
3. Receive a replacement booster within 7 to 10 business days.

The Fine Print

Please note that our manufacturer's warranty does not apply to signal boosters or kits if we determine the product has been damaged by the customer. And, just a friendly reminder that failure to use a surge-protected AC power strip with at least a 1,000-joule rating will void your warranty. After 90 days, we may replace products with refurbished products that have been completely recertified to conform to our product specifications. If you have any further questions about our warranty process, just contact Customer Support (see above) and one of our representatives will help you begin the process.

Lastly, our weBoost policy is to honor product warranties and to perform services on those products purchased only from an authorized Wilson Electronics dealer and that include a receipt or proof of purchase. If you happened to have purchased a Wilson Electronics product from an unauthorized dealer or if the original factory serial number has been removed or altered in any way, your Wilson Electronics warranty will not be valid.