



## **AT&T DIGITAL LIFE Policies For:**

- **Equipment Returns**
- **Equipment Warranty Returns**
- **Cancellation**
- **Early Termination Fees**

Our goal at AT&T Digital Life (“AT&T”) is to provide you with excellent customer service and we hope you enjoy living your Digital Life for many years. If, however, you are not satisfied with Digital Life, you may cancel your Digital Life service and return your Digital Life equipment by following the instructions below. These instructions apply to equipment purchased from a corporate-owned AT&T retail store, through an authorized AT&T dealer or installation partner, over the phone from the authorized AT&T sales center, and online at [www.my-digitallife.att.com](http://www.my-digitallife.att.com). In addition, customers can return defective equipment through AT&T’s Complete Protection equipment warranty program. Please see below for details.

### **Equipment That Is Never Installed**

As soon as you place an order for Digital Life, AT&T promptly ships your Digital Life equipment to the installation address. AT&T provides you with equipment at a discounted price and schedules installation at a date mutually convenient to you and AT&T. If AT&T is unable to install your equipment as scheduled and we are unable to find a mutually convenient date to reschedule your installation, we will cancel your Digital Life service order. If this happens, you must return the equipment we sent to you. Please refer to the **Requirements to Return Equipment during the 14-Day Return Period** and the **Steps to Return Equipment during the 14-Day Return Period** below.

If you fail to return the equipment, AT&T will bill you the non-discounted price of the equipment you received. The non-discounted price of equipment varies depending on the equipment choices and services you ordered, and may range from \$700 to \$2,500. If you do not return the equipment and you do not pay for the equipment, AT&T will send any outstanding and unpaid bill to collections.

### **After Installation - 14-Day Equipment Return Period and Digital Life Service Cancellation**

Within 14 days from your initial equipment installation date, you may return equipment and cancel service without incurring an early termination fee (ETF). To authorize an equipment return and service cancellation within 14 days of installation, please refer to the **Requirements to Return Equipment during the 14-Day Return Period** and the **Steps to Return Equipment during the 14-Day Return Period** below.

After 14 days from your initial equipment installation date, you can return defective equipment. Please refer to **Equipment Warranty Returns** below.

After 14 days from your initial installation date, you may cancel Digital Life service subject to an ETF of \$720 minus \$30 for each full month of service you receive.

### **Adding Equipment After the Initial Installation - 14-Day Equipment Return Period and Digital Life Service Cancellation**

While you are a Digital Life customer, you can buy additional Digital Life equipment. You can buy equipment by adding a package, which is a uniquely priced group of equipment that we provide you at a discounted price. You can also buy individual pieces of equipment that are not part of a package. Each time you buy additional equipment, either in packages or individually, you will have 14 days after the installation date of the newly purchased equipment to return it. If you bought equipment in a package, you must return all items from the package. If you buy equipment that you install yourself, we consider your shipping date as your installation date.

When you purchase additional equipment at a discounted or subsidized price (for example, as part of a package), the 2 year term of your Digital Life service agreement will restart from the date you purchase the additional equipment.

However, when you purchase additional equipment on an individual basis or for use with a package you already have, your equipment is not discounted and you do not restart your 2 year Digital Life service agreement. For example, if you already have the video package, you can add another camera without restarting your agreement.

Within 14 days from the installation date of your newly added package, you may return the equipment and cancel the package. Within 14 days from the installation date of your newly added individual equipment, you may return that equipment and request a refund. To return equipment in a package or to return individual equipment, please refer to **Requirements to Return Equipment during the 14-Day Return Period** and **Steps to Return Equipment during the 14-Day Return Period** below.

After 14 days from the installation date of a new equipment package, you can only return defective equipment. Please refer to **Equipment Warranty Returns** below for additional details. After 14 days from the installation date of a new equipment package, you may cancel all Digital Life service subject to an ETF of \$720 minus \$30 for each full month you receive service.

After 14 days from the installation date of your newly added individual equipment, you can only return defective equipment. Please refer to **Equipment Warranty Returns - Complete Protection** below.

### **Requirements to Return Equipment during the 14-Day Return Period**

To return equipment in package(s) or individual equipment during the 14-Day Return Period you must meet the requirements below:

1. You must notify AT&T within 14 days of the equipment installation date (see below for instructions on contacting AT&T Digital Life Customer Care);
2. You must return the equipment by following the **Steps to Return Equipment during the 14-Day Return Period** set forth below;

3. AT&T must receive the equipment in like-new condition with no physical damage and in good working order with all original parts, instruction manuals, and related documentation intact within 1414 days after your notification to AT&T;
4. A Restocking Fee will be charged if equipment is used, all parts are not returned, or an AT&T authorized technician is required to remove equipment; except for California residents that return the equipment within 7 days of purchase. Please refer to the **Restocking Fee Table** below.
5. AT&T does not uninstall certain equipment. You may still cancel monthly service, but you are responsible for removing and returning the equipment that AT&T does not uninstall to receive a refund of equipment charges.

### Steps to Return Equipment During the 14-Day Return Period

1. To authorize a return during the 14-Day Return Period you must first call AT&T Digital Life Customer Care at 855.288.2727, select Option 4. You will be provided with information needed to ensure your return is processed correctly and your account is credited.
2. If your equipment was not installed, please use the **Pre-Paid Return Label** included in your shipment to return the package of equipment or a la carte equipment you ordered. AT&T will not accept any equipment without this **Pre-Paid Return Label** attached to the shipping box or envelope. If you cannot locate the **Pre-Paid Return Label** we will replace it. Just call AT&T Digital Life Customer Care at 855.288.2727, Option 4 and ask for a replacement **Pre-Paid Return Label**.
3. Securely pack the equipment in its original shipping box or envelope, if possible. If you do not have the original shipping box, you may use another box.
4. Ensure that your return address is correct on the **Pre-Paid Return Label** and apply it to the top of the box. Be sure to cover or remove any old labels or barcodes.
5. Use one of the following options to send your package to AT&T: a) schedule a pickup ([click here](#)), b) drop off at the closest post office ([click here](#)), or c) give to your local mail carrier.
6. AT&T will process your return and assess the condition of returned equipment. If the return satisfies AT&T's policies, AT&T will process your refund. Return processing usually takes 2-3 weeks.
7. If your equipment was installed, AT&T will schedule a technician visit to uninstall select equipment, end monthly service, and begin the refund process which could take 2 – 3 weeks. AT&T does not uninstall keypads, contact sensors, water shut-off devices, thermostats, lighting controls, and door locks, which you are responsible for removing and returning for a refund of equipment charges.

### Equipment Warranty Returns - Complete Protection

If your equipment stops working because of defective materials or workmanship and your account is active and in good standing, AT&T will repair or replace that equipment through the Complete Protection lifetime equipment warranty program that is included at no additional charge to you as part of your Digital Life service.

Complete Protection is provided subject to the details in your AT&T Digital Life Customer Terms and Conditions (“Agreement”). There is a \$49.99 charge for any in home repairs that occur more than 14 days after your installation date.

Complete Protection only covers equipment ordered from AT&T Digital Life and its authorized contractors and agents. It does not cover equipment ordered or obtained from anyone else. AT&T Digital Life reserves the right to determine, in its sole discretion, whether particular equipment is defective.

### Steps to Return Defective Equipment

1. To authorize the defective equipment return you must first call AT&T Digital Life Customer Care at 855.288.2727, select Option 4, and report your defective equipment. You will be provided with information needed to ensure your defective equipment return is processed correctly and your account is credited.
2. New equipment will be shipped to you at no cost. AT&T will include a **Pre-Paid Return Label** along with your new equipment that you must use to return the defective equipment.
3. When you receive the new equipment, please remove it from the box, and keep the box.
4. Next, pack the defective equipment securely in the box you just received.
5. Ensure that your return address is correct on the **Pre-Paid Return Label** and apply it to the top of the box. Be sure to cover or remove any old labels or barcodes.
6. Use one of the following options to send the box to AT&T: 1) schedule a pickup ([click here](#)), 2) drop off at closest post office ([click here](#)), or 3) give to your local mail carrier.

### Equipment Returns - Applicable Restocking Table and Fees

When you return equipment, restocking fees may apply. Please refer to the following table for applicable restocking fees.

Days After Installation	Amount of Refund	Restocking Fees, Except Where Prohibited
0-14	Full refund less restocking fees	<p><b>Restocking fees:</b></p> <p><u>Security Packages</u></p> <ul style="list-style-type: none"> <li>• Simple Security - \$50</li> <li>• Smart Security - \$99</li> </ul> <p>A customer with Smart Security and any additional automation packages only pays a single restocking fee of \$99</p> <p><u>Enhanced Packages</u></p> <ul style="list-style-type: none"> <li>• Video Package - \$25</li> <li>• Energy Package - \$25</li> <li>• Door Package - \$25</li> <li>• Water Detection/or Water Control Package - \$25</li> </ul>

<b>15 days or more</b>	After 14 days the equipment may not be returned unless it is defective.	<b>AT&amp;T Digital Life Early Termination Fee:</b> \$720 minus \$30 for each full month you complete under your applicable service commitment. If you add discounted or subsidized equipment, the 2 year service commitment restarts.
<b>There is no restocking fee for new or unused equipment. A restocking fee will be charged if equipment is used, all parts are not returned, or an AT&amp;T authorized technician is required to remove equipment; except for California residents that return the equipment within 7 days of purchase.</b>		

## FAQs

### How do I cancel service?

Call Digital Life Customer Care, 855.288.2727, option 4. Early termination fees may apply. Please note that you may have to schedule time to have a technician uninstall select equipment or return equipment purchased before service is cancelled. AT&T does not uninstall keypads, contact sensors, water shut-off devices, thermostats, lighting controls, and door locks, which you are responsible for removing and returning for a refund of equipment charges.

### How do I get my refund for a return?

Your refund for a return will be made through the original payment method (credit, debit, check, etc.) and may take up to two months. Any rebates that were part of original purchase will be voided. We may also reduce the amount of the refund for any applicable restocking fees; restocking fees do not apply to equipment returns from California residents within seven (7) days of purchase.

### What if I have more questions about returns?

Please contact customer care at 855.288.2727, option 4 and a representative will be happy to assist you.

### Legal Disclaimer

AT&T DIGITAL LIFE reserves the right to reject equipment returns that do not comply with the Return Policy or the Complete Protection terms. Please remove any confidential, proprietary, or personal information before returning your equipment. AT&T Digital Life is not responsible for information left on returned equipment.

Thank you for choosing AT&T Digital Life - we appreciate your business!