

Cellular Accessories Returns Standards

What is acceptable and
not acceptable under
TESSCO's standard
defective returns policies.

Batteries

Acceptable



Not Acceptable



- Does not meet target capacity when tested
- Determined that there is a defect of materials or manufacturing of the product
- Leaking battery

- Meets or exceeds target capacity when tested
- Cracked or missing casing on the battery due to accident, misuse, modification or normal wear and tear
- Swollen battery caused by overcharging

Ear Buds

Acceptable



- Defects in material or manufacturing of the product
- Contains all components

Not Acceptable



- Cracks or damage cause by accident, misuse, modification or normal wear and tear
- Missing components

Holsters

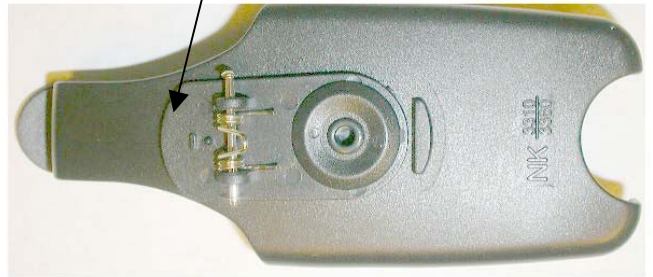
Acceptable



- Defects in material or manufacturing of the product

Not Acceptable

Missing Clip



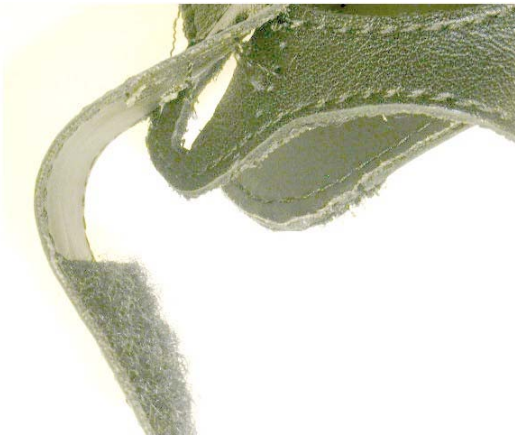
Broken Clip



- Cracks or damage cause by accident, misuse, modification or normal wear and tear

Leather Cases

Acceptable



- Defects in the material or manufacturing of the product (e.g. stitching)
- Improper construction causing poor fit to phone
- Discoloration of the leather in a new case

Not Acceptable



Normal Wear and Tear



- Worn places on the leather covering the belt clip (normal wear and tear)
- Mold and obvious water damage
- Tears
- Damage caused by apparent accident, misuse, modification or normal wear and tear
- Broken zippers on cases showing signs of heavy usage
- Damaged "windows"
- Obvious wear and tear caused by normal or heavy use

Travel Chargers

Acceptable



- Does not meet targeted charging capability when tested
- Defect in the material or manufacturing of the product

Not Acceptable



- Meets or exceeds target charging capability when tested
- Cording pulled from base or plug in caused by improper removal from the wall or phone
- Missing component parts
- Cracks or damage cause by accident, misuse, modification or normal wear and tear

Vehicle Power Adapters

Acceptable



- Does not meet target capacity when tested
- Defect in the material or manufacturing of the product

Not Acceptable



- Meets or exceeds target capacity when tested
- Cording pulled from base of CLA caused by improper removal from the cigarette lighter
- Missing component parts
- Cracks or damage cause by accident, misuse, modification or normal wear and tear
- Damage caused by burning from an external source (usually caused by the cigarette lighter in the automobile cases unacceptable