

Oregon Wireless Specialties is proud of its excellent customer service. If you cannot find an answer to your question here, please contact Nanci Scholtz at nscholtz@owspecialties.biz.

**How frequently do you add new products to your website?**

Oregon Wireless Specialties constantly evaluates the popularity of all items on our website and adds new products to ensure that our customers have the best selection possible to meet their needs.

**Do you accept suggestions for new accessories for cell phones, PDAs, MP3 players, and so on?**

We welcome any suggestions for new additions to our inventory. Please send your requests to Nanci Scholz at nscholtz@owspecialities.com.

**How do you package the items I order?**

Padded mailers provide excellent protection when shipping small, fragile items. For large orders, we use heavy duty corrugated cardboard boxes. Items are packed with foam or bubble wrap to provide padding and cushioning.

**Will I receive tracking information for my shipment?**

Whether you choose UPS or USPS Express Mail shipping, you will receive tracking information.

**How can I check the status of my order?**

You can check the status of your order online at www.owspecialties.com/orders or contact Nanci Scoltz at nscholtz@owspecialties.com.

**Do you ship internationally?**

Oregon Wireless Specialties ships to the United States, Canada, and Mexico.

**The item I received is defective. How can I get a replacement?**

All our products are quality tested and meet stringent standards. We apologize if you receive a defective item. Please contact Josette Lovrick, Operations Manager, at jlovrick@owspecialties.com for an immediate replacement.

**I would like a refund for the item(s) I purchased. Is this possible?**

Yes! Within 30 days of the date of purchase, you can return any item for a refund. Please go to www.owspecialties.com/returns for further details on receiving refunds. Provide your order number, date of purchase, reason for requesting the return, and your contact information.

**I believe you have sent me the wrong item. What should I do?**

If you think you have received the wrong product, please complete the comments form at www.owspecialties.com/products. If we sent the wrong item, we would send the correct item immediately.

**What type of warranty do you offer for your products?**

All products purchased from Oregon Wireless Specialties come with a one-year warranty unless specified otherwise. The warranty does not cover abuse, neglect, improper use, or acts of nature. Contact Nanci Scholtz at nscholtz@owspecialties.com for more information.

**I bought ringtones and they are not working. What should I do?**

Go to www.owspecialties.com/ringtones. You can download our troubleshooting manual. Additionally, you can submit your information online, including the phone model number and the type of ringtone you purchased, and we will get back to you within 24 hours.

**Can the wireless accessory I purchased be used with all cell phones or only specific brands and styles?**

Our wireless accessories for cell phones can be used with most phones that have been purchased in the last year or two. Please see the instruction manual for detailed specifications for that wireless accessory.

**Our Discounted Shipping Cost**

You can use the equation below to calculate your shipping cost.

|  |  |
| --- | --- |
|  | S=Shipping cost |
| W=Weight (in pounds) |
| Z=Zone cost per pound* Continental US: $2.50
* Other Locations: $3.15
 |