

Info about the AT&T 2-year warranty

Phones covered by the AT&T 2-year warranty



We provide the AT&T 2-year warranty protection for these phones:

- Alcatel VOLTA™
- AT&T Calypso™
- AT&T Fusion® Z
- AT&T Motivate™
- AT&T RADIANT™ Max
- Turbo Hotspot 2

Warranty protection period

Warranty period for phones and accessories

This manufacturer's warranty guarantees any phones and accessories listed against any material, design, and manufacturing defects. The duration of this warranty is specified in the chart.

This warranty doesn't affect statutory rights, which can't be excluded or limited, in relation to the applicable legislation on defective products.

Product	Warranty period
Phone	24 months

USB cable and charger	12 months
Other accessories, if found in the box	12 months

Warranty period for repaired or replaced parts

- It's subject to special provisions of local laws in force. The repair or replacement of a product doesn't, under any circumstances, extend the original warranty period of the product concerned.
- The repaired or replaced parts are guaranteed in the same manner and for the same defect for 90 days after delivery of the repaired product, even if the initial warranty period expired.

How to return a faulty phone or accessory

If the product is faulty under normal conditions of use and maintenance and still under warranty, call us to get instructions on how to return the product.

- AT&T Wireless: 800.331.0500
- AT&T PREPAIDSM: 800.901.9878

Warranty exclusions

We guarantee our products against material, design, and manufacturing defects. The warranty doesn't apply in the following cases:

1. Normal wear and tear of the product (including on-camera lenses, batteries, and screens) requiring periodic repair and replacement.
2. Defects and damages due to negligence, to the product being used other than in a normal and customary manner, to the non-compliance with the recommendations of the [user manual](#), and to an accident regardless of the cause. Instructions for use and maintenance of the product can be found in your product's user manual.

3. The opening, unauthorized disassembly, modification being carried out or repair of the product by you, or by unapproved service providers, or with unapproved spare parts.
4. Use of the product with accessories, peripherals, and other products whose type, condition, or standards don't meet approved standards.
5. Defects associated with the use or connection of the product to equipment or software not approved. Some defects may be caused by viruses due to unauthorized access by yourself or by a third-party service, computer systems, or other accounts or networks. This unauthorized access may take place through hacking, misappropriation of passwords, or various other means.
6. Defects and damage due to the exposure of the product to humidity, extreme temperatures, corrosion, oxidation, or to any spillage of food or liquids, chemicals, and any substance likely to alter the product.
7. Any failure of embedded services and applications that haven't been developed by the manufacturer and whose functioning is the exclusive responsibility of their designers.
8. Installation and use of the product in a manner that doesn't comply with the technical or security standards of regulations in force in the country where it's installed or used.
9. Modification, alteration, degradation, or illegibility of the IMEI number, serial number, or EAN of the product
10. Absence of proof of purchase.

When the warranty period expires or if there's an exclusion of warranty, the manufacturer may, at its discretion, provide a quote for the repair and offer to provide support for the product, at your cost.

The manufacturer's contact and after-sales service details are subject to change. These warranty terms may vary substantially according to your country of residence.