

US Smartphone Rental Terms and Conditions

Ver. 001 ENG. 11.13.2019

Rental Fee(Device Only)

■ Basic Rental Fee(+tax)

	1 day	30days	60days	90days
3G Device	\$1.50	\$32	\$62	\$90
4G LTE Device	\$3.00	\$56	\$98	\$136
iPhone 6 or later	\$5.00	\$80	\$140	\$194

- Payment for the basic fee shall be made upon picking up a device.
- Any additional fees shall be paid at the time of return. *Basic and additional fees must be paid with credit card/debit card only.
- We require your credit card information as a security deposit. *No negotiation on the prices.

★Complementary device rental service is offered exclusively for H2O Wireless Japan users.
Rental period begins the day you request repair or order new device and ends 7th day after the device arrives at our store from repair facility or manufacture.

You will be charged following rental fees from the 8th day if the phone is not returned within the period mentined above.

■ Data

- Village USA Inc. is not responsible for any malfunction and/or termal trouble casued by any data and/or downloaded software, and smartphone applications.
- It is your responsibility to backup all existing data, software, and programs, and to erase all existing data before returning the rental device.
- *support fee applies when requesting data transfer at store

■ Extension of rental period

- Please contact us 3 days prior to the return date, and there will be a \$5 extension fee + daily rate.
- Any extension after 3 days prior to the return date will be subject to \$10 late fee.
- Any overdue without notice, customer will be subject to \$15 late fee + daily rate.

■ Lost, Stolen, or Damaged Device

- You are responsible for any loss or damage to the device resulting any cause (including complementary period).
*Please contact us as soon as possible if the device is lost or stolen.
- **Non-Insured Customer :**
 - (3G device) Broken or Wet \$50 / Lost or Stolen \$100
 - (LTE device) Broken or Wet \$100 / Lost or Stolen \$200
 - (iPhone) Broken or Wet \$300 / Lost or Stolen \$600

① LITE/partial coverage Plan (\$5/device)

Insured Customer's Copayment:
(3G device) Broken or Wet \$30 / Lost or Stolen \$50
(LTE device) Broken or Wet \$40 / Lost or Stolen \$100
(iPhone) Broken or Wet \$150 / Lost or Stolen \$300

- Replacing a SIM card is additional \$9.99+tax
- Any calls/data made by a third party during the rental period shall be paid for by the customer.

② FULL coverage Plan (\$3/day for 3GB or LTE, \$5/ day for iPhone)

- \$0 copay
- Replacing a SIM card is additional \$9.99+tax
- If you neglect to obtain a police report, the same diductible of lite plan will be charged.
- Any calls/data made by a third party during the rental period shall be paid for by the customer.

■ Disclaimer

- Village USA Inc. Group (Japan Wireless Torrance, Japan Wireless San Diego) is not responsible for the following;
 - *Even if used in the covered area, mobile service may have connection problem due to environmental factors; such as being underground or the building structure.
 - *The rental mobile device may have problems even if used normally.
 - *Any secondary damage or loss caused by not being able to use the device.
 - *Rental phones may not be used for any purpose other than daily use.

Contact

- General Information and/or to report a lost and stolen:

Japan Wireless Torrance Tel: 1-310-212-7019 (10:00 - 19:00) / Email: TR@japanwireless-usa.com

Japan Wireless San Diego Tel: 1-858-277-1712(10:00 - 19:00) / Email: SD@japanwireless-usa.com

The rental service is provided by Village USA Inc. (Japan Wireless Torrance, Japan Wireless San Diego),
not all H2O wireless shops offer this service.