

## Frequently Asked Questions (FAQ's)

**1. Is WirelessCloseout website secure?**

Yes. We secure your private information using a Geo Trust SSL Certificate.

**2. I cannot log in to the website.**

Please close all web browsers, open a new one, and try again.

**3. What methods do you accept as payments?**

We accept all major credit cards with signed CCA (Credit Card Authorization) form, wire transfer, and PayPal.

**4. Do you offer COD?**

No. We do not offer any COD order. Payment methods for orders are all major credit cards with signed CCA (Credit Card Authorization) form, wire transfer, and PayPal.

**5. How can I change or cancel my order once it has been submitted?**

You will have to call our customer service at (562) 404-2800 during our business hours prior to packing to modify or cancel your order.

**6. What are your business hours?**

Our business hours are Monday thru Friday, 8:30 AM to 5:00 PM Pacific Standard Time.

**7. Can you ship via FedEx?**

No. We use UPS only for shipping. We do not use FedEx or any other couriers.

**8. Can you use my UPS account freight collect?**

No. We do not offer freight collect due to past issues with charge back on shipping charges.

**9. Why is my shipping cost high at checkout?**

Shipping charges you see upon check out is only estimated cost. It is very hard to estimate multiple items accurately. We adjust your shipping charge when your order is packed and ready to ship. Since we do not markup on shipping cost, we will charge you the actual UPS rate.

**10. I want to order discontinued items.**

You can place a special order of discontinued items with full payment and with minimum order quantity (depending on items, you should talk to sales person for minimum order quantity and delivery time).

**11. Can I return some items after I have received my order?**

Since we are conducting a wholesale business returning some unwanted items will not be as easy as buying from a retail store. We take returns with 25% restocking fee within 7days of your invoice date. After 7days from the invoice date we do not take any return. If your customers want to return defective items, have them return it to the manufacturers. Please read terms and conditions for details.

**12. Can end user customers return defective Cellet products?**

Cellet has its own warranty policy which can be found at [www.cellet.com](http://www.cellet.com). End user customers can only exchange any defective Cellet products by contacting Cellet warranty department. Non-defective returns or exchanges should be handled by your store.

**13. How can I track my order?**

We send you a UPC tracking number with your order confirmation email.

**14. What are my shipping options?**

Ground: Standard delivery for most items is about 3-7 business days, depending on location  
Second Day Air: Scheduled delivery is the second business day  
Next Day Air: Scheduled delivery is the next business day  
Economy: We offer a special promotion for larger orders

**15. Will I be charged sales tax on my order?**

No sales tax will be applied to orders shipped outside of California.  
No sales tax will be applied to orders shipped within California with a signed "California Resale Certificate."

**16. What is your return policy?**

Please read our [Product Return Policy](#).

**17. What is your privacy policy on personal information?**

We take the privacy of your information seriously. We never sell, rent, or lease your personal information to any third-party marketing organizations.

**18. What is your warranty for the products?**

OEM products: Contact manufacturers for warranty information.  
Cellet products: visit [www.cellet.com](http://www.cellet.com) for warranty information.