



wireless high-speed internet

14 Day Guarantee

Effective March 20, 2008

The Xanadoo, LLC ("Xanadoo") 14-day money back guarantee is available only to New Subscribers who subscribe to the Xanadoo wireless broadband service (the "Service"). A New Subscriber is a first time subscriber who has not previously subscribed to the Service. If during the initial fourteen (14) days following your purchase of the equipment you are not satisfied and wish to cancel you may do so and you will be eligible to receive a full refund for amounts you have paid for the Service and for your Xanadoo equipment. To obtain a refund of amounts you have paid for the Service, you must notify our customer service department, within fourteen (14) days of the date on which you purchased your Xanadoo equipment that you are not satisfied and would like to cancel your Service. To obtain a refund of amounts you paid for the equipment, you must return the equipment to the retail outlet where it was purchased within fourteen (14) days of the date on which you purchased the equipment. If you purchased the equipment directly from Xanadoo, please contact our Customer Service department for instructions on how to return the equipment. Your equipment must be returned in its original condition, normal wear and tear excluded, in the original packaging. **THE XANADOO 14-DAY MONEY BACK GUARANTEE EXTENDS FOR FOURTEEN (14) DAYS FROM THE DATE YOU PURCHASED YOUR EQUIPMENT, NOT FROM THE DATE THAT YOU FIRST ACTIVATE THE SERVICE.**