

[magicJack](#)

- [Explore](#)
 - [How it works?](#)
 - [Compare](#)
 - [vs BasicTalk](#)
 - [Home Use](#)
 - [Business Use](#)
 - [International](#)
 - [Mobile](#)
 - [MJ Nation](#)
- [Products](#)
 - [magicJackGO](#)
[Info](#) [Try](#)

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- [Store Locator](#)
- [Re-Up](#)
- [Español](#)

[Español](#)

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Your Question

What type of guarantee does magicJack offer?

Category: [All](#) > [Guarantee](#)

Answer

The **magicJack Money Back Guarantee** policy ensures your complete satisfaction. If for any reason you wish to cancel service within 30 days of your purchase from magicjack.com (which is the date you order the magicJack), we will refund your money if the terms of our Money Back Guarantee are satisfied.

If you purchased your magicJack at a retailer, we recommend that you adhere to the retailer's return policy and return the device to the retailer with your original packaging and receipt.

Terms of Money Back Guarantee:

The money back guarantee applies only to magicJack device purchased on magicjack.com

- You must return your magicJack(s) by the date stated on the RMA with the RMA Bar Code or RMA number enclosed
- Before returning equipment you must obtain a valid RMA number from our Customer Care department by visiting: <http://my.magicjack.com/returns.html>
- All returned equipment must be in the original packaging with the UPC or bar code intact.
- All components must be included.

The **magicJack Money Back Guarantee** will not be issued if you fail to meet these requirements.

You are responsible for return shipping. Equipment returned without a valid RMA number will not be eligible for the magicJack Money Back Guarantee.

Your method of payment will be credited within two weeks from date of return. The credit may not show up on your physical printed statement from your bank for up to two billing cycles.

magicJack always wishes to provide you a pleasant and satisfactory experience.

Last Update: Apr 9, 2013

- Products
 - [magicJackGO](#)
 - [magicJackEXPRESS](#)
 - [magicAPP](#)
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 - [About magicJack](#)
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 - [Reseller Application](#)
 - [Investors](#)
 - [Press](#)
- Support
 - [Support](#)
 - [FAQ](#)
 - [Live Chat](#)
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Unlimited calling to numbers within the United States and Canada, and unlimited texting and other services provided by magicJack®, are based on normal, non-excessive use. A combination of factors is used to determine excessive use, including but not limited to the relative use when compared to the average magicJack® user, the number of unique numbers called, calls forwarded, minutes used, texts sent/received and other factors. Unlimited calling does not include calls to Alaska or the Yukon and Northwest Territories of Canada or calls to non-8YY calling card, platform, conference or chat lines, for which additional fees will apply. Porting an existing phone number is subject to an additional fee. Annual and monthly fees quoted do not include initial purchase of magicJackGo® device for \$59.95 (which includes 1 year of service) or purchase of magicJack® Express for \$39.95 (which includes 3 months of service) or regulatory fees & taxes, as applicable. Subject to our Subscriber Agreement and all applicable terms and conditions, laws and regulations, located here: <http://www.magicjack.com/action/saps/>.

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