

Our Commitment:

Thank you for shopping at Rogers. We are committed to offering you a positive experience while discovering and purchasing our products and services online.

Misprints:

We aim to provide you with the most up-to-date and accurate information. In the event that an error does occur, we reserve the right to correct or cancel an order at any time, and/or edit an order to reflect the correction, and/or correct the error on our website.

Secure Shopping Guarantee:

We want you to have peace of mind when shopping on www.rogers.com. If you are not an existing Rogers customer, rest assured that shopping at rogers.com is safe. Our security systems use up-to-date technology embodying industry standards, and secure shopping is our priority. The Rogers.com Secure Shopping Guarantee is our commitment to you. If your credit card is used in an unauthorized manner (through no fault of your own) as a result of you shopping on rogers.com, we will cover whatever amount your credit card company doesn't, up to \$50.

Pricing and Methods of Payment:

All prices listed are in Canadian dollars. We accept valid Visa, MasterCard, or American Express credit cards issued from Canadian financial institutions.

Shipping and Delivery:

Free shipping with UPS (or Canada Post) within 3 to 5 business days if ordered online. Delivery is subject to warehouse availability. Out of stock items will be shipped as soon as possible, upon arrival from the manufacturer. An email will be sent to you. A signature may be required at time of delivery.

Exchange:

If your wireless device does not work upon arrival, please contact our customer service at **1-888-ROGERS-1 (764-3771)** to have it exchanged. If you are not satisfied with your order, you can return it within 2 weeks of purchase, please contact us at **1-877-224-9832**.

Cable, internet, home phone or other equipment exchanges can be processed by calling us at **1-888-ROGERS-1 (764-3771)**. A work order will be issued so that you can drop off and pick up your new equipment at your nearest Rogers store. [Find a store](#)

Cancellations:

We can cancel your order at any time as long as it has not been shipped out yet.

To cancel your wireless service, please contact us at **1-877-224-9832** and, if applicable, return your device as described below.

To cancel your cable, internet, home phone or other service, please contact us at **1-888-ROGERS-1 (764-3771)** and allow us to process the required work order so that you can drop off your equipment at your nearest Rogers store. [Find a store](#)

If you have subscribed to a service for a commitment period, an early cancellation fee (as described in your service agreement) may apply for the early cancellation of any term services prior to the end of the applicable commitment period.

Returns:

Wireless devices may be returned within **2** weeks of purchase (and the applicable service cancelled without an early cancellation fee) and refunds will be processed within 5 business days of return, as long as: 1) the device is returned in complete and original condition to the store where it was

purchased, or as specified in the document entitled **How to Return Your Rogers Wireless Purchase** enclosed with your device and 2) cancellation is requested within **15** days from date of activation and 3) your account has incurred less than **30** minutes of airtime usage. You will be billed for all charges incurred up to the point of deactivation. Headsets/earpieces, used SIM cards and prepaid airtime are not refundable.

For non-wireless orders with equipment, rental equipment and all components must be returned in good working condition to a Rogers store and within 5 days of the cancellation date. Otherwise, the undiscounted retail value of such equipment and components will automatically be charged to your account. [Find a](#) store for more information about equipment returns or see our FAQs below:

- [TV equipment return](#)
- [Home Phone equipment return](#)
- [Internet equipment return](#)

Customer Service:

[Contact Us](#)

[START SHOPPING NOW](#)

Need Help? [View our deliveries FAQs](#) or our [cable equipment return FAQs](#)

FAQS

What information will I have to provide when I order online?

When ordering online, you may need to provide your full name, a valid address, contact number and email address. If you pay by credit card, you'll need at least one piece of ID.

After I start my order online, can I save it and return at a later date?

Sorry, you cannot save your order online at this time.

Can I order online and pick up at a store of my choice?

You may print out your order and bring it to a store of your choice to pick up your selected wireless hardware and activate your plan. **Note:** inventory may vary from store to store.

When will I receive my online order?

Orders are delivered Monday to Friday between 8 am and 5 pm local time within 5 business days of the purchase. If your item is out of stock, we will notify you by email and send you a follow up message when your order is ready to be shipped.

Who will be delivering my online order?

Most of our deliveries are through UPS, but we also use Canada Post from time to time. You will receive a notification email with a tracking number once your order is shipped out.

Do I have to be home to receive my online order?

A signature is required when your order is delivered by UPS; therefore, someone over 18 needs to be able to receive it.

What happens if I do not receive my online order within 5 business days?

If you haven't received your order or a notification within 5 business days, you may call customer service at **1-877-224-9832**.

Do you store my IP address when I order online?

When you submit a transaction, we will store your IP address for validation and to protect against fraud.

Is there a warranty on the product you send out?

If there is a warranty on the product that you purchased, then the details of that warranty will be included with the documentation accompanying your product.