



## Frequently Ask Questions:

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# 1 REFUND AND RETURN POLICY

## 1. Is my product purchased/rental is covered with return & refund policy?

We want you to be 100% satisfied with our products. If at any time within 3 days of receiving your order, you're not 100% satisfied, you may return the products to us for a refund.

However, any items damaged due to reasons not covered under warranty cannot be accepted back for refund. Also, associated shipping fees are not refundable.

## 2. What are the exclusions for refunds?

Refunds excludes the following:

- Shipping Cost: Customers are responsible for all shipping costs. Refunds are not applicable for shipping and return costs.
- Data / WiFi Service: Refunds are not applicable for data / WiFi service plans that has been consumed. Auto-renewal fees are also not refundable.
- Additional Charges: Any additional charges outside of GOTTA WIFI or SIMO's control are not refundable, such as:
  - o Bank / payment fees
  - o Currency conversion fees
  - o Data charges from mobile wireless provider
  - o Internet service provider fees
  - o Shipping and return costs

## 3. How to start the refund / return process?

You may start the refund / return process by contacting our support in the following channels:

1. Live Chat [kakaoplus @corion](#)
2. Email [cs@corea.ph](mailto:cs@corea.ph)
3. Call (02) 8511-1715 or (S) +63-999-887-9711 / +63-947-997-957

You'll need to provide the following information for our support agent to verify your refund/return eligibility.

1. Device serial number (SSID)
2. Order number

Once we've received your return products in a complete package and verify it's in good and working condition, you'll receive a refund for the full cost of the products (excluding shipping cost). The refund will be credited to your original payment method within 7 business days of our receiving.

## 4. If I choose to return my items, will GOTTA WIFI create a return label and pay for my return shipping?

GOTTA WIFI will not cover the cost of return shipping. Customers are responsible for all return shipping costs.

Please note - All refunds are eligible if purchased on [www.gottawifi.coreonmobile.com](http://www.gottawifi.coreonmobile.com). If items are purchased elsewhere, please refer to third-party or partner's return policies.

# 1 REFUND AND RETURN POLICY

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**5. If my monthly subscription (Unlimited Monthly Subscription) auto-renewed, can I receive a full refund if I did not use the service?**

All of our subscriptions include an automatic renewal feature. We state this policy on the service description and customers are responsible to review all descriptions before opting in.

It is the customer's responsibility to cancel the subscription 4 days prior to the end of the period (or scheduled billing date). The fees collected are not based on usage and is considered payment for the following 30 days.

If monthly fees are already collected, GOTTA WIFI encourages you to use the time remaining on your subscription.

**6. If I notice an additional charge from my wireless provider, will GOTTA WIFI reimburse for my additional expenses?**

GOTTA WIFI customers are responsible to ensure their mobile devices are connected to the GOTTA WIFI network to avoid additional charges by their wireless providers.

If mobile devices are not connected to the GOTTA WIFI hotspot, customers may be charged additionally from their wireless provider.

GOTTA WIFI will not reimburse additional charges from wireless providers.

**7. I forgot to add a discount code at checkout, will GOTTA WIFI issue a credit or refund?**

Once orders have already been placed, GOTTA WIFI cannot apply changes and discounts after a purchase has been finalized. Instead, please use your code on your next purchase.

## 2 RATES AND DATA PACKAGES

### 8. How much are Gotta Wifi rates?

Gotta Wifi offers the most affordable unlimited data packages for every type of traveler. Rates may vary depending on the country's destination. There are two options from which you can choose: Daily Subscription or Monthly Subscription. Here is our list of data packages per country:

#### ROAMING UNLI DATA DAYPASS PACKAGE

CONTINENT	COUNTRIES	DAILY RATES RATE SRP	MONTHLY RATES
ASIA 1	CHINA, JAPAN , SOUTH KOREA & TAIWAN	PHP 350.00	2,800.00
	PHILIPPINES , VIETNAM & THAILAND		
ASIA 2	HONGKONG , CHINA VPN, MACAU	PHP 430.00	7,600.00
	INDONESIA, SINGAPRE, MALAYSIA, CAMBODIA, MYANMAR, LAOS		
	INDIA , SRI LANKA		
OCEANIA	AUSTRALIA , NEW ZEALAND	PHP 430.00	7,600.00
NORTH AMERICA	THE UNITED STATES , CANADA & MEXICO	PHP 550.00	10,900.00
EUROPE	49 COUNTRIES	PHP 550.00	10,900.00
SOUTH AMERICA	16 COUNTRIES	PHP 630.00	15,400.00
MIDDLE EAST	18 COUNTRIES	PHP 630.00	15,400.00

12% VAT Exclusive

\* Please visit our website for complete list of countries

### 9. What is the difference between China and China VPN data packages?

Both China and China VPN packages give users a high-speed and reliable internet connection when in China. But with China VPN, users have VPN access that lets them use social networking sites that are inaccessible when in China.

### 10. Is the Unlimited Data really unlimited?

Yes, it is unlimited however Gotta Wifi products are subject to the FUP of global operators. (Note: in view of the principle of fair use of local traffic, the operator will detect the usage of traffic. If a large number of videos are downloaded, uploaded, or viewed in a short period of time, the operator will slow down or suspend the network service of the device based on fair-use policy).

### 11. How and where do I buy data packages?

You can purchase your data packages through the sending direct message in Gotta Wifi website or inquire in our kakaoplus account @corion.

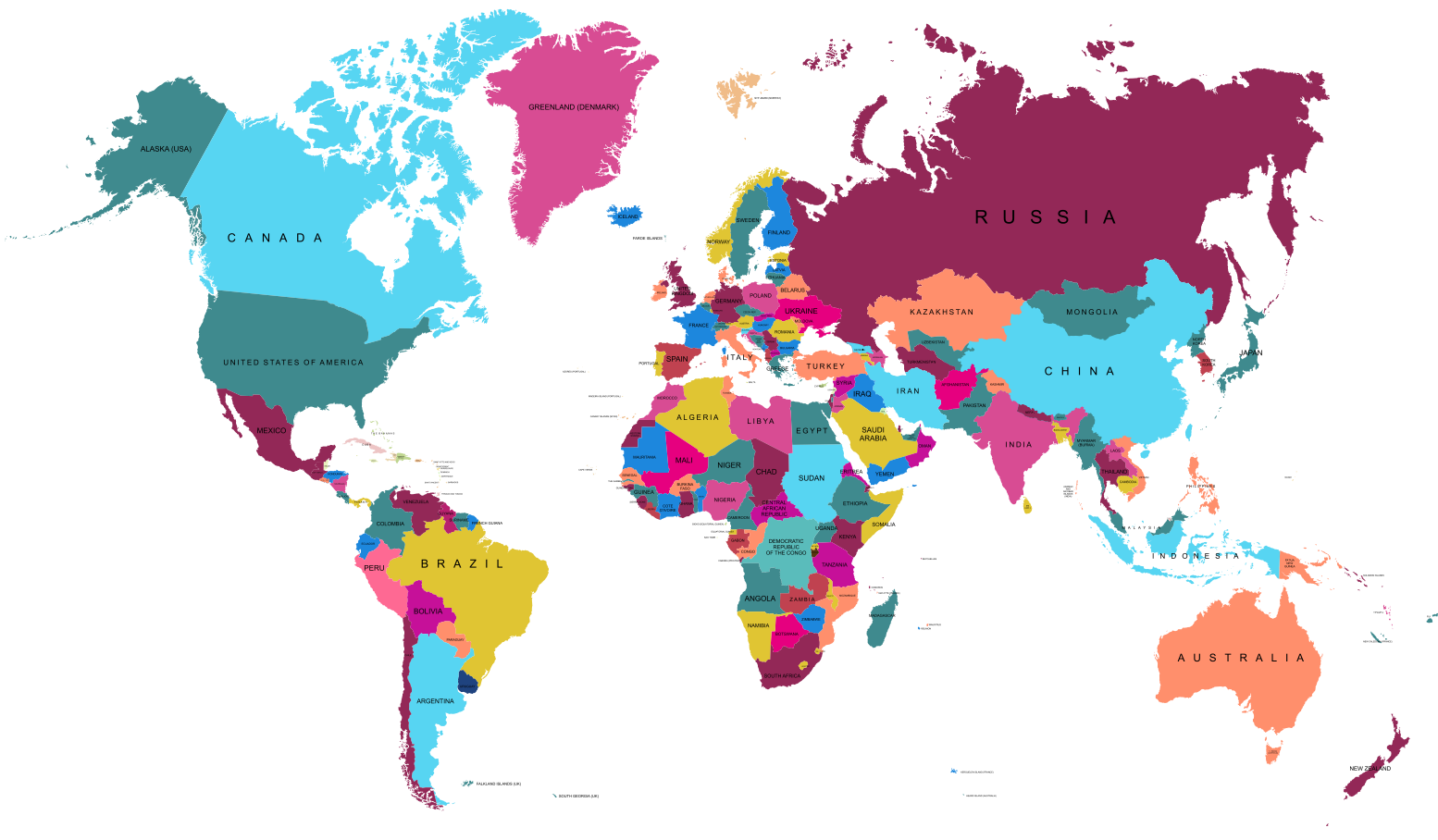
## 3 NETWORK AND COVERAGE

### 12. What is CloudSIM technology?

GOGOGO WIF has partnered with Tuge Technologies, a solutions provider of CloudSIM technology. With CloudSIM technology, you no longer need to have a local SIM card in order to gain a local internet connection in your destination country. Simply avail of any of the data packages that match your destination and you can already connect to the strongest network in the area. CloudSIM technology automatically switches to the strongest network depending on their strength giving Cherry Roam users a strong and reliable internet connection.

### 13. In which countries can I use my GOGOGO Pocket Wifi?

GOTTA WIFI has coverage in more than 175+ countries and regions. Here is a list of countries where you can use your travel pocket wifi:



### 14. Can I use my data packages here in the Philippines?

Yes, you can use the Asia data package or the Asia Unlimited Day Pass in the Philippines

## 4 RENTAL

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### 15. I don't want to buy a travel pocket wi-fi. Can I just rent a device?

Yes, Gotta Wifi primarily offers travel pocket wifi rental services but if purchase is also an option.

### 16. What happens if I don't return the device after my trip?

Customers should return the GOTTA WIFI rental device three (3) days after their travel date end. If the customer fails to return the device within this period, the customer will be charged PHP 200.00 per day until the device has been returned.

### 17. What should I do when I lose the Gotta Pocket wifi rental device?

Please contact our customer support immediately at [cs@corea.ph](mailto:cs@corea.ph). Take note also that customers will be charged a specific amount. The total amount will be provided by customer support once full details of the incident have been reported.

### 18. Do you have pick-up/ drop-off centers?

Yes, aside from home deliveries, you can also opt for device pick-up in our store locations. Here is the address of our pick-up and drop off-center:

116 Timog Avenue Sacred Heart Quezon City

## 5 PAYMENT AND CANCELLATION

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### 19. What modes of payment do you accept?

We accept cash-on-delivery, digital payment (gcash), bank over-the-counter, bank transfer.

### 20. Can I cancel my order?

Yes, you can cancel your order as long as it has not been shipped to your provided address. For order cancellations, please contact our customer support at [cs@corea.ph](mailto:cs@corea.ph). However, a penalty might occur due to the sudden cancellation of the order.