1 OF 1 DWT: 10,7,4

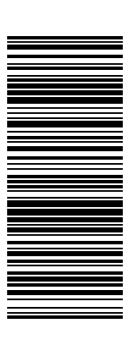
SHAILESH KUMAR 6504175027 45 W AVONDALE RD HILLSBOROUGH CA 94010

SHIP TO:
WAREHOUSE MANAGER
6152676100
FSS PROCESSING CENTER
601 MASON ROAD
SUITE 180 DOCK 8
LAVERGNE TN 37086



# IN 373 9-95

TRACKING #: 1Z 6R9 830 03 2584 8248 JPS GROUND



BILLING: P/P

NV45 39.0A 11/2020\* Invoice No.: 20122120000712 Part No.: BLUE: 12/21/20



# Self-Serve Shipping Label & Packing Instructions

Your shipment is important to us and we want to make sure it arrives promptly and securely.

# Important Reminders **Before** Mailing Your Device

The final value of your device is based on inspection, so please package your device securely, and ensure activation locks are disabled.

- a. Record your Invoice Number so you have access to tracking updates.
- b. If mailing multiple items, each device must be mailed in its appropriate trade-in package (check the reference numbers on the shipping labels).
- c. All confidential, proprietary, or personal information must be removed from the device
- d. Remove all personal information and passwords from devices, including Activation Locks.
- e. Remove SIM and memory cards. Consult your user's manual or manufacturer's website.
- f. Remove Carrier Service from your device prior to shipment.

**IMPORTANT:** Trade-in device cannot be returned, and any remaining user data is unrecoverable.

# Step 1: Prepare your iOS or Android Devices

Complete steps below to ensure that Apple Find My iPhone/iPad or Android Find My Mobile security feature is deactivated prior to shipping your devices.

### Failure to disable Activation Locks will result in a significant reduction in trade-in value. Devices will not be returned.

### **Apple Devices Steps**

- 1. Launch Settings from the Home Screen
- 2. Select Passwords & Accounts & select iCloud
- Select Find My iPhone in the menu and toggle the button to the OFF position
- 4. Enter Apple ID password and turn off Find My iPhone
- 5. The **Find My iPhone** functionality is now disabled; your device is ready to be sent

**Device Reset:** You can also disable Find My iPhone/ iPad by resetting your device through Settings> General> Reset > Erase All Content and Settings

### For users who need to unlock their device remotely:

- Sign into Apple iCloud account at www.icloud.com/#find
- 2. Click **ALL Devices** link at top of page
- 3. Select device that needs to be deactivated (may appear Offline)
- 4. Select **Remove from Account** at the bottom of the page
- 5. Select **Remove** when prompted; device can now be processed

**IMPORTANT:** Do NOT remotely wipe, lock, or mark your device as lost or stolen using iTunes or iCloud

## **Android Devices Steps**

- 1. Go to **Settings** app on phone
- 2. Tap Cloud and Accounts (or User Accounts)
- 3. Select Account Type
- 4. Tap the **Menu Icon** (three vertical dots on the top right-hand corner)
- 5. Tap Remove Account
- 6. Tap **Remove Account** again (you may be prompted to enter your device passcode)
- 7. Repeat steps to remove ALL Active Accounts from device
- 8. Your device is ready to be sent

### For user who need to unlock their device remotely:

- Log into Samsung account at http://findmymobile.samsung.com
- 2. Select Display Registered Devices button
- 3. Select device that needs to be deactivated from the **Registered Devices** display
- 4. In menu bar on left, select **Unlock My Device**, then **Disable Reactivation Lock**
- 5. Enter your Samsung account password and select **Unlock**

Your device can now be processed

# Step 2: Pack your devices

- a. Use bubble mailers or sturdy boxes to limit potential damage during shipping. Package should be no larger than 10X9X4 with bubble wrap filler no Styrofoam or shredded paper
- b. Batteries should remain inside the devices for shipping. Do **not** ship loose batteries.
- c. Tape all box seam and then tape across the box.

AT&T Trade-In Program

# Step 3: Label your packages

- a. DO NOT DUPLICATE LABELS. The shipping carrier will reject duplicate copies of the same label.
- b. Print and affix the label using a clear shipping pouch or clear packing tape to completely cover the label.
- c. Drop package off at the shipping company noted on the label.