AT&T Trade-In Program

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	Android Devices Steps
1.Launch **Settings** from the Home Screen	1.Go to **Settings** app on phone
2.Select **Passwords & Accounts** & select **iCloud**	2.Tap **Cloud and Accounts** (or User Accounts)
3.Select **Find My iPhone** in the menu and toggle the button to the **OFF** position	3.Select Account Type
4.Enter **Apple ID password** and turn off **Find My iPhone**	4.Tap the **Menu Icon** (three vertical dots on the top right-hand corner)
5.The **Find My iPhone** functionality is now disabled; your device is ready to be sent	5.Tap **Remove Account**
Device Reset: You can also disable Find My iPhone/ iPad by resetting your device through Settings> General> Reset > Erase All Content and Settings	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 users who need to unlock their device remotely:	**For user who need to unlock their device remotely:**
1.Sign into **Apple iCloud** account at www.icloud.com/#find	1.Log into Samsung account at http://findmymobile.samsung.com
2.Click **ALL Devices** link at top of page	2.Select **Display Registered Devices** button
3.Select device that needs to be deactivated (may appear Offline)	3.Select device that needs to be deactivated from the **Registered Devices** display
4.Select **Remove from Account** at the bottom of the page	4.In menu bar on left, select **Unlock My Device**, then **Disable Reactivation Lock**
5.Select **Remove** when prompted; device can now be processed	5.Enter your Samsung account password and select **Unlock**
IMPORTANT: Do NOT remotely wipe, lock, or mark your device as lost or stolen using iTunes or iCloud	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.

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.

Return Mailing Label

Cut this label and affix to the outside of the return package, as instructed above.

SHIVA ADITYA GOPARAJU
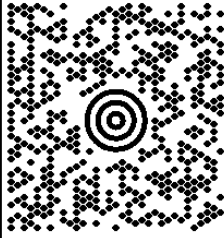5717897012
8529 ASHLEY HILL CT
CHARLOTTE NC 28262

1 LBS **1 OF 1**

DWT: 10,7,4

SHIP TO:
WAREHOUSE MANAGER-DOCK 8
6294013714
FSS PROCESSING CENTER
601 MASON ROAD
SUITE 180 DOCK 8
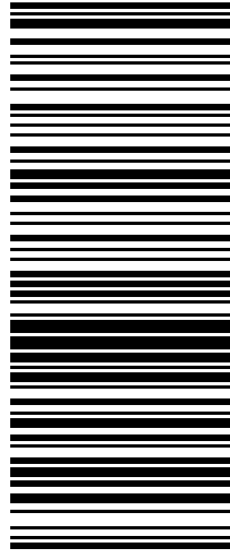**LA VERGNE TN 37086**

TN 373 9-95

UPS GROUND

TRACKING #: 1Z 6R9 830 03 0421 1170

BILLING: P/P

Invoice No.: 2012102102 0630
Part No.: BLUE: 12/10/21
X0C 21.11.24
NV45 50.0A 12/2021*

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