**Question: How will I be compensated for the value of my phone?**   
Answer: You will receive a trade-in certificate equal to the value of your phone.

**Question: Can I transfer my trade-in certificate to someone else?**   
Answer: The trade-in certificate you receive is non-transferable and has zero cash value.

**Question: Can I use my trade-in certificate at any time?**   
Answer: The trade-in certificate must be redeemed in-store at the time of trade in. Unused values are relinquished once you leave the store.

**Question: Once I have traded in my old phone, is it possible to get it back?**   
Answer: All trades are final. The phone cannot be returned to you at any time after it has been traded in.

**Question: What if my phone is valued at $0?**   
Answer: Some phones will be deemed as having no value depending on their age and/or condition. If your phone has no value, you can choose to recycle it through the Bell Blue Box program.

**Question: Can I trade in more than one phone at a time?**   
Answer: We can only accept one phone per trade-in.

**Question: Can I trade in my phone at any time?**   
Answer: Whether you’re an existing client or new to Bell Mobility, you can trade in a phone at any time.

**Question: Do I have to sign up for a new contract when I trade in my old phone?**   
Answer: A new contract term is not required.

**Question: How long does the estimate last?**   
Answer: The value of a phone diminishes over time, so estimates change frequently. To get the most value out of your phone, visit a participating Bell store today.

**Question: Do I need to include the phone charger or accessories?**   
Answer: No. Only the phone, battery and battery cover are required.