



## How to get your account credit for your Device.

Thank you for taking advantage of our Device Recovery Program! Please use these instructions to check that your Device is in working order, claim the Offer Price and receive a bill credit.

### SHIPPING INSTRUCTIONS

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#### INSPECT

- ☐ Does the Device that you are shipping match the Make & Model on the enclosed **Receipt**?
- ☐ Does the Device power on when fully charged and is it able to send and receive calls and texts?
- ☐ Does the LCD/screen work when turned on, without any cracks or void areas (i.e., missing pixels) on the display screen?

A damaged LCD/screen can be traded in. However, damage may result in a reduction of the offer and/or assessment value, including a possible resulting value of \$0. A good LCD/screen works when turned on, without any cracks or voids (e.g., missing pixels) on the display area.

- ☐ Does the Device have liquid damage? Direct and indirect moisture or liquid can damage your Device and it will not be eligible if it shows evidence of moisture.
- ☐ Have you removed your personal data and any passwords or locks?
- ☐ Have you disabled any anti-theft feature on your Device?
- ☐ If you are trading in an iPhone®/iPad®, please refer to your iPhone/iPad instructions manual or contact Apple® Customer Support on how to disable the Find My iPhone/iPad feature before sending in your Device.

*If you send a Device that is not in working order and does not meet the Program's eligibility requirements, we will not be able to credit your account.*

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#### REVIEW

- ☐ Please refer to the Device Recovery Program Terms & Conditions (<https://amsshoppinglabel.tmo.mobileservicespartners.com/T-Mobile/Terms.pdf>) for a full explanation of program details.

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#### SHIP

- ☐ Keep the battery inside the Device, so we can ensure proper handling.
- ☐ Securely package the Device to protect against damage during transit. We recommend a sturdy box with protective padding.
- ☐ Cut out the enclosed **Receipt** and place it inside your package.
- ☐ Cut out the enclosed prepaid **Merchandise Return Label** and attach it to your package. If returning multiple Devices, print each additional label from the **Trade-In** section of your my.t-mobile.com account. **Limit one Device per package.**
- ☐ Keep the **Customer Copy** for your records. It contains the tracking number and the device IMEI that you will need to reference if you have questions or want to check the status of your trade-in.
- ☐ Mail the package through your United States Postal Service mailbox or drop box via standard shipping.

**Please follow this checklist carefully. Failure to follow these directions may result in loss of credit to your account.**