



PRINT YOUR OWN PACK

Inside you will find details
how to securely pack and
safely send us your device(s).

Please have a peep...



PREPARING YOUR DEVICE(S)

- Erase all contents and factory reset your device(s)
 - Remove iCloud or Google accounts from your device(s)
 - Remove your SIM and memory card
 - Remove any security PIN or pattern locks
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PACKING INSTRUCTIONS

- Ensure device(s) is switched off
 - Print off Delivery Note and enclose with device(s) when packing
 - Pack device(s) into a suitable box and secure it against movement with packaging material (bubble wrap)
 - Please ensure your parcel is securely sealed
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TIPS

- Any small box or cardboard packaging can be used or in the original manufacturer box
- Up to two devices can be packed into a single box, each device is to be wrapped in bubble wrap or tissue
- Only device and battery required – any accessories received will be recycled



**Love phones? Love value?
We'll show you the love.**



POSTING INSTRUCTIONS

You have two options:

1 TRACKED RETURNS

- Please affix Tracked 24 label, for label visit <https://www.royalmail.com/track-my-return/create/4356> onto the sealed parcel
- Post at your nearest post office where you will receive a proof of posting receipt. This receipt has a 13 character reference which can be used to track your parcel on www.royalmail.com
- **Approximate delivery time:** 1-3 Working days*
- **Cost:** **FREE** (we pay the postage)
- **Royal Mail loss or damage cover:** Up to £100 (only with posting receipt)
- **Maximum device per parcel:** Up to 2 devices
- **Enclose delivery note**
- **Keep receipt from post office and enter tracking no. onto 'My Bamboo' so we can keep a look out for your device(s)**



2 SPECIAL DELIVERY

- Please affix Special Delivery label (for SD label visit <https://link TBC>) onto the sealed parcel
- Post at your nearest post office where you will receive a proof of posting receipt. This receipt has a 13 character reference which can be used to track your parcel on www.royalmail.com
- **Approximate delivery time:** 1 Working day*
- **Cost:** Approx. £7.65
- **Royal Mail loss or damage cover:** Up to £500 (only with posting receipt)
- **Maximum device per parcel:** Up to 2 devices
- **Enclose delivery note**
- **Keep receipt from post office and enter tracking no. onto 'My Bamboo' so we can keep a look out for your device(s)**



* Approximate delivery time is based on uninterrupted service provided by Royal Mail and is subject to delays during busy periods e.g. Christmas.



bambooMOBILE