

## **TRADE-IN RULES**

If you're trading in a Phone, you must follow these rules.

When completing the trade-in process, you'll be asked to provide certain information about the Phone you're trading in. By providing the requested information, you agree that everything you tell us about your Phone is true and accurate and you agree that you're liable for any misrepresentations. The trade-in requirements for each type of Phone will vary but the bare minimum requirements for all trade-ins are:

- The Phone must be in usable condition with the ability to make and receive phone calls and text messages
- The Phone must be able to complete data uploads and downloads
- The Phone must have a working screen

We may send you a shipping label in order for you to ship your trade-in. It's your responsibility to ensure that the Phone is safely packed so it remains in the same condition that you described and is shipped to us in a timely manner. We are not responsible for any damage that may occur during shipping.

You must perform a factory reset on your Phone and turn off any tracking (e.g., "Find My" or similar) or anti-theft programs. Remove the SIM card and any other media, like memory cards, and erase all of your data including: contacts, photos, messages, emails, web browsing history, and any other personal or confidential information prior to shipping your Phone to us. *All data will be deleted and will not be recoverable.* If you don't remove all of your personal information before shipping your Phone to us, we aren't liable for any damages you may suffer if your data is lost, improperly accessed, or deleted. You must also deactivate all services. We aren't responsible for any charges accrued before, during, or after the trade-in process.

You can only trade in a Phone if you're the rightful owner and the Phone must be free from any liens or claims by third parties (i.e., it must be paid off). Information about the Phone you send us may be provided to a database maintained or approved by law enforcement which will give us the ability find out if the phone has been reported lost or stolen.

We reserve the right to reject your trade-in, in our sole and absolute discretion, including, but not limited to, instances where the Phone has more damage than you reported. If your trade-in is rejected, we'll send it back to you but you'll be responsible for return shipping charges.

By participating in a trade-in program, you acknowledge and agree that if we have a dispute for any reason, under no circumstances will we be liable to you for more than the value of the Phone you requested to trade-in.