

GREAT NEWS! YOUR REPLACEMENT DEVICE HAS ARRIVED!

We try our best to match you with a replacement device that is the same as your defective device – but we cannot guarantee it. Our priority is to get you back up and running with a fully functioning replacement device as soon as possible! Please follow the instructions below to send us your defective device and setup your replacement.

IMPORTANT! We must receive your defective device within 15 days of when you receive your replacement. If we do not receive your device within 15 days, we'll charge the non-return fee. As defined in your Terms and Conditions, this fee is equal to the no-contract retail price of your original device at the time you submit your replacement request, plus shipping and handling costs. This fee will not exceed \$2,000.

1 GET YOUR DEFECTIVE DEVICE READY

It is important that you complete the below steps! For the protection of your data, we will reset the factory settings and destroy any SIM or media cards we receive with your defective device. We will not backup or transfer your data.

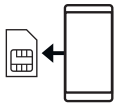


UNLOCK YOUR DEVICE

- If we receive your device and it's activation locked, you will be charged a non-return fee.
- **To remove the Device Protection lock screen PIN/Password from your device, go to:**
Applications > Settings > Security > Screen Lock > enter your existing PIN / Password > Select "None"
- **To remove the Google Account from your device, go to:**
Settings > Accounts and backup > Account > Select account name (i.e. email@gmail.com) > Select "Remove account" and confirm
- **Disabling the biometric lock feature on your device, go to:**
Applications > Settings > Lock Screen > Screen Locks > enter your password > Select "Continue" > Select "None"

KEEP YOUR DATA SAFE!

- Back up the content (data, software, information and files) from your device.
- Protecting your personal information is your responsibility.



REMOVE SIM AND MEMORY CARDS

- Open the device and remove your SIM/Micro-SIM card from your defective device.



RESET THE FACTORY SETTINGS

- **IMPORTANT!** This will delete all data stored on your device. Complete the steps above first – make sure you have backed up your device and remove any SIM cards and media cards.
- Please refer to the manufacturer's manual for your specific device for detailed instructions.

2 ONCE IT'S READY, SHIP US YOUR DEFECTIVE DEVICE

Use the prepaid shipping materials we sent you with your replacement. The package should include a shipping box, a bubble wrap envelope, a Purolator shipping envelope and a pre-paid shipping label. Please send us your device and battery only.

1 Insert your defective device into the bubble wrap envelope and place into shipping box. If this package includes a flame retardant bag, insert your defective device into the flame retardant bag before placing it in the box. Close the box lid.

2 Put the box in the Purolator shipping envelope. If the fire retardant bag is not needed, please place it in the package along with the box. Seal the envelope with the adhesive strip.

3 Affix the pre-paid shipping label to the package (see instructions on shipping label for placement).

Ready to ship?
 Visit www.purolator.com
 or call 1-888-SHIP-123
 (1-888-744-7123) to
 schedule a pickup or
 locate a drop off location.

If your defective device is swollen, leaking or hot and you did not receive or did not request a flame retardant bag at the time of initiating your service request, please contact mobile.support@assurant.com and wait for instructions. Do not ship without a flame retardant bag.

3 SET UP YOUR REPLACEMENT

- Insert your SIM card into your replacement device. The location of your SIM card will vary by device. Please refer to the manufacturer manual for your specific device for detailed instructions.
- Charge your device – and ensure that it is fully charged.
- Power on the device by pressing and holding the power button.
- Follow the on-screen instructions to setup your device for the first time.

 **Have Questions? Give us a call: 1-877-699-1355**

Track the status of your replacement request and get answers to questions at maxplus.assurant.com

