

**GREAT NEWS! YOUR REPLACEMENT DEVICE HAS ARRIVED!**

Sorry to hear that your device isn't working. 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**

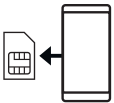
**It is important that you complete the below steps! For the protection of your data, we will reset the factory settings and destroy any SIM or media cards we receive with your defective device. We will not backup or transfer your data.**


**UNLOCK YOUR DEVICE**

- If we receive your device and it's activation locked, you will be charged a non-return fee.
- Detailed instructions for unlocking your device are in this package.

**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/MICRO-SIM AND MEMORY CARDS**

- Location of the SIM card varies based on 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 manual for your specific device for detailed instructions.

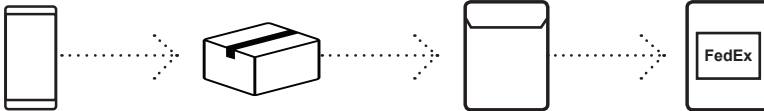
**2 ONCE IT'S READY, SHIP US YOUR DEFECTIVE DEVICE**

**Use the prepaid shipping materials we send you with your replacement.**


**This package contains:**

- A Shipping Box
- Bubble Wrap Envelope
- A FedEx Shipping Envelope
- A Pre-Paid Shipping Label

Please send us your device and battery only. You should keep all of your accessories.




- 1** Insert your defective device into the bubble wrap envelope and place into shipping box. Close the box lid.
- 2** Put the box in the FedEx shipping envelope and 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.fedex.ca](http://www.fedex.ca) or call 1-800-GoFedEx (1-800-463-3339) to schedule a pickup or locate a drop off location.

**3 SET UP YOUR REPLACEMENT**

- Insert your SIM/Micro SIM card into the device. The location of your SIM/Micro-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](http://maxplus.assurant.com)**
