



## Eastlink Trade-Up FAQs

### General

**1. What is the Eastlink Trade-Up program?**

- a. The Eastlink Trade-Up program lets you trade in your old device when activating or upgrading to a new device. In exchange, Eastlink will provide you with an instant “in-store” credit which can be used towards the upfront purchase price of a new device and/or accessories with a new activation or upgrade on a post-paid plan.

**2. What devices are eligible for Trade-Up?**

- a. You can trade in any phone, Smartphone or tablet from any carrier.

**3. How do I know what my device is worth?**

- a. You can obtain a estimated quote for the Trade-Up value of a device by visiting the following webpage from your device. <http://rq.eastlinktradeup.com>. A final device quote will be provided in-store.

**4. How many devices can I Trade-Up?**

- a. Eastlink accepts one Trade-Up device per new activation or upgrade on a post-paid plan.

**5. What condition must my device be in to be eligible for the Trade-Up program?**

- a. Devices that power up and have a functioning, non-cracked touchscreen are eligible for Trade-Up.
- b. For Apple iPhone devices, it is required that the “Find My iPhone” feature be disabled.
- c. For newer Samsung Galaxy devices such as the GS5, Note 4, Note 4 Edge, GS6, or GS6 Edge, “Find My Mobile” and “Reactivation Lock” must be turned off.
- d. Deactivation instructions are provided below.

**6. Does liquid damage disqualify my phone from trade-up?**

- a. No. If the device powers up and has a functioning screen, liquid damage does not disqualify.

**7. How will I be compensated for my trade?**

- a. You will receive an instant “in-store” credit at the time of Trade-Up. This credit can be used towards the upfront purchase price of a device and/or accessories. There is no cash value.
- b. The Trade-Up credit must be used in-store at the time of Trade-Up.
- c. Unused Trade-Up values are relinquished once the Trade-Up transaction is completed and you leave the store.

**8. Can I get my old device back if I change my mind?**

- a. All trades are final. The phone cannot be returned after it has been traded in. Make sure you backup or download any important messages, photos, music etc. before bringing your device in for trade.

**9. How do I find the correct model for my device?**

- a. When you visit <http://rq.eastlinktradeup.com> from your device, it will determine the make and model for most devices and will provide an estimate of the device Trade-Up value.
- b. The model # can also be found in the device settings or on the device under the battery.
- c. For iPhone, the model # can be found on the back cover. (i.e. A-1387)

**10. Must the device be complete with battery, charger and accessories?**

- a. The working handset is all that is required. Any other materials such as chargers and accessories can be brought in and we will recycle them for you.

**11. Where can I Trade-Up my device?**

- a. You can trade in your device at participating Eastlink [stores](#).

**12. Why is it necessary that the “Find My iPhone” for iPhone devices and the “Reactivation Lock” and “Find My Mobile” features for Samsung devices be disabled?**

- a. If these security features are still turned on, the device may be considered lost or stolen and will not be eligible for a Trade-Up value.

**13. How do I disable the “Find My iPhone” feature?**

- a. From the **Home** screen, select **Settings**
  - i. Select **iCloud**
  - ii. Scroll down to **Find My iPhone**. If it is turned on, turn it off
  - iii. Click **OK** on the confirmation screen
  - iv. Enter your **Apple ID password** then click **Turn Off**

**14. How do I disable the “Reactivation Lock” and the “Find My Mobile” features on my Samsung device?**

- a. **To disable Samsung “Reactivation Lock”**
  - i. From the **Home** screen, select **Apps**
  - ii. From **Apps**, select **Settings**
  - iii. Navigate to **Security** to find **Reactivation Lock**.
  - iv. Ensure there is no green check mark.
  - v. You will be prompted for your fingerprint or password to finalize.
  - vi. **Reactivation Lock** has been disabled.
- b. **To disable Samsung “Find My Mobile”**
  - i. From the **Home** screen, select **Apps**
  - ii. From **Apps**, select **Settings**
  - iii. Navigate to **Security** to find **Remote Controls**.
  - iv. You will be prompted for your fingerprint or password to finalize – enter to proceed.
  - v. Turn off and select **OK**
  - vi. **Find My Mobile** has been disabled.



## Trade-Up Value

### 1. How long is a quote good for?

- a. The value of all electronics, including cell phones, diminishes over time. As a result, estimates change often. Quote confirmations are valid for 30 days. However, to ensure you get the most value for your device, visit a participating Eastlink store today.
- b. Each unique quote confirmation number can only be used once.

### 2. What if my phone has no value?

- a. Some devices may have no value due to age and/or condition. You can still trade in your device to ensure it is disposed of in an environmentally secure manner.

## Customer data

### 1. What security measures will be taken to ensure my data is eliminated from the device?

- a. You are responsible to save and delete any personal data from your device. We recommend that you back-up and erase all data and perform a factory reset before you Trade-Up your device. Be sure to save any important messages or files before doing a factory reset.
- b. After the device has been traded in, it will be “wiped” to remove any personal information and data that may still be on the device.
- c. Eastlink is not responsible for any loss or recovery of personal data.

### 2. Do I get to keep my memory cards from the device?

- a. Yes, we recommend you keep any memory cards before you Trade-Up a device.