

# ACTIVATE YOUR DEVICE TODAY

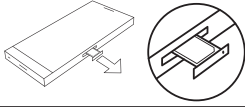
## STEP 1:

Remove the SIM card tray.

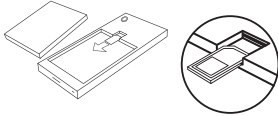
If the device has a removable battery, remove the back plate and battery to access the SIM card tray.

If your original device does not have a SIM card, please call Customer Service at 1-800-235-5007 to activate your new device.

Without Removable Battery



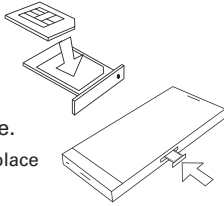
With Removable Battery



## STEP 2:

Place the SIM from your damaged/malfunctioning device into the tray, place the tray back into the device.

If located under the battery, replace the battery and the back plate.



## STEP 3:

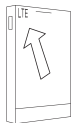
Turn the device on and allow time to boot back to the "Welcome" or "Hello" screen.



## STEP 4:

Confirm activation has completed by locating the LTE indicator on the home screen.

May take up to 5 minutes.



If you need assistance wiping your device, removing device lock, disabling Find My iPhone (iOS) or Find My Device (Android OS), please visit [carolinawest.sds.modeanddemand.com](http://carolinawest.sds.modeanddemand.com) for an interactive tutorial.

# READY, SET, GO!

## To Return a Device

- Please place the damaged/malfunctioning device in the provided return envelope, attach the included USPS label, and drop the sealed envelope in any US Postal Service mailbox.
- To avoid a Locked Device Fee of up to the full retail price of your device, unlock your damaged/malfunctioning device before shipping it. **Apple users must deactivate the 'Find My iPhone' feature or remove the device from your iTunes account.** Android users whose devices are locked via a Google activation lock, must log into the account and unlock it.
- Make sure you remove any personal information and data and restore your device to the factory settings before shipping it back. We are not responsible for any loss of data, personal or otherwise, that may occur if you fail to remove your data from the device before returning it to us.
- If the damaged/malfunctioning device is not returned within 30 days, you may be subject to a Non-Return Fee of up to the full retail price of the device.

## About Your Replacement

- If your original device was lost or experienced theft, please use the replacement SIM shipped with your replacement device.
- **SmartPROTECT:** Your replacement device comes with a 90-day warranty. If your replacement malfunctions during this time period, please call 888-399-5296 to report the malfunctioning device.
- **SmartPROTECT with AppleCare Services:** Your warranty with Apple is guaranteed against malfunction as long as you are actively enrolled in the Plan. If you exit the program, your warranty with Apple is the remainder of the 12 month warranty or 90 days, whichever is greater. If your replacement device malfunctions during this time period, please call Apple at 1-800-APL-CARE.

**Important Note:** Device Protection will appear as the payee on your banking statement or credit card statement by which you paid your deductible. This will appear on your next statement.

## QUESTIONS ABOUT YOUR CLAIM?

Contact Brightstar Device Protection:

**888-399-5296**

Smart**PROTECT**

CarolinaWest  
WIRELESS

Brightstar **Device Protection**

