

# ACTIVATE YOUR DEVICE TODAY.

## 1: Install SIM Card

Insert the SIM Card from your damaged device into the SIM Card slot on your replacement device. If you received a new SIM Card with your replacement device, insert that SIM Card.

## 2: Visit a Shaw Store to Complete a SIM Change

Visit your nearest Shaw retail location to complete a SIM card change.



## To Return a Device

- If you have not yet mailed in your damaged/malfunctioning device, please place your device in the provided return envelope, attach the included label, and drop it in any Canada Post mailbox.
- To avoid a Locked Device Fee of up to the full retail price of your device, disable the locking feature of 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.
- The damaged/malfunctioning device must be returned to Brightstar upon receiving the replacement. If it 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.

SHAW\_MOBILE\_AI\_JULY 2020

## About Your Replacement

Your replacement device comes with a 12-month warranty. If your replacement malfunctions during this time period, please call 1-855-410-0888 to report the malfunctioning device.



### QUESTIONS ABOUT YOUR SERVICE REQUEST?

Contact Brightstar Device Protection:  
**1-855-410-0888**

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

**Shaw) Mobile**