

ACTIVATE YOUR DEVICE TODAY

STEP 1: INSTALL SIM



Old SIM Card:

Move your existing SIM card from your old phone into your new phone & turn it on. You will need your serial number found on the phone box.



New SIM Card:

Slide your new SIM card into your phone and turn it on.

STEP 2: CONTACT CREDO



By Phone:

Using another phone, dial 800-411-0848.

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.

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:

855-687-5850

About Your Replacement

- **Mobile Protection Plan and Mobile Protection Plan for Non-Apple Devices:** Your replacement device comes with a 90-day warranty. If your replacement malfunctions during this time period, please call 855-687-5850 to report the malfunctioning device.
- **Mobile Protection Plan featuring AppleCare Services:** If you received your replacement device within the first 24 months of enrollment, your warranty with Apple continues through month 24 of enrollment in the plan or for 90 days from the date your replacement device was shipped, whichever is longer. If your replacement device malfunctions during this time period, please call Apple at 1-800-APL-CARE. If you received your replacement device in month 25 or onward, your device comes with a 90-day warranty. If your replacement malfunctions during this time period, please call Brightstar at 855-687-5850 to report the malfunctioning device.

CREDO
mobile

Brightstar **Device Protection**