

GENERAL

What is the Trade-Up program?

The Trade-Up program lets you trade in your current old device when activating or upgrading to a new device. In exchange, Eastlink will provide you with an instant “in-store” credit which must be used towards purchasing a new device.

What devices are eligible for Trade-Up?

You can trade-in most phones, please check with an Eastlink store representative for more details.

How do I know what my device is worth?

Visit your local Eastlink store to obtain a quote for your device or use the Quick Quote tool found here: <https://eastlink.st.assurantdevice.ca/DDP/Public/GetQuote>.

How many devices can I Trade-Up?

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

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

- Device must be able to power on, make a call and have working speakers
- Device must be free of liquid damage
- Device must be free of physical damage (deep scratches or a cracked screen and surface scratches are acceptable)

Does liquid damage disqualify my phone from Trade-Up?

Yes, liquid damage does disqualify a device from Trade-Up.

How will I be compensated for my trade?

- You may receive a credit, depending on the make and model of your device and its overall condition. This credit can be used towards the upfront purchase price of a device and/or accessories. There is no cash value.
- If the upfront value of the new device is less than the credit amount, the remaining credit must be applied towards the concurrent purchase of accompanying accessories or towards an easyTab account on your new device.
- The Trade-Up credit must be used in-store at the time of the Trade-Up.
- Unused Trade-Up values are relinquished once the Trade-Up transaction is completed and you leave the store.

Can I get my old device back if I change my mind?

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

How do I find the correct model for my device?

An Eastlink representative will assist you when you visit any store.

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

A 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.

Where can I Trade-Up my device?

You can Trade-Up your device at any Eastlink retail location.

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

If these security features are still turned on the phone is still linked to the customer’s profile and the phone cannot be reset to factory settings. A phone that cannot be reset to factory settings is not eligible for a Trade-Up value.

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

From the Home screen:

1. Select Setting.
2. Select iCloud.
3. Scroll down to Find My iPhone – if it is turned on, turn it off.
4. Click OK on the confirmation screen.
5. Enter your Apple ID password then click Turn Off.

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

To disable Samsung “Reactivation Lock”:

1. From the Home screen, select Apps.
2. Select Setting.
3. Navigate to Security to find Reactivation Lock.
4. Ensure there is no green check mark.
5. You will be prompted for your fingerprint or password to finalize.
6. Reactivation Lock has been disabled.

To disable Samsung “Find My Mobile”:

1. From the Home screen, select Apps.
2. From Apps, select Settings.
3. Navigate to Security to find Remote Controls.
4. You will be prompted for your fingerprint or password to finalize – enter to proceed.
5. Turn off and select OK.
6. Find My Mobile has been disabled.

TRADE-UP VALUE

How long is a quote good for?

The quote provided by an Eastlink representative at an Eastlink store is valid until the end of that business day.

What if my phone has zero value?

Some phones may have a zero value because of age and/or condition. You can still trade in your device to ensure it is disposed of in an environmentally friendly manner.

CUSTOMER DATA

What security measure will be taken to ensure data is eliminated from the device?

- 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, files or photos before doing a factory reset.
- 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.
- Neither Eastlink nor Assurant is responsible for any loss or recovery of personal data.

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

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