nationalgrid

HERE WITH YOU. HERE FOR YOU.

Dear Colleague,

This letter contains instructions on sending in your mobile device(s). A pre-paid FedEx label is included which will need to be applied to this box. Also provided are recommendations on how to prepare your device(s) for return, including instructions on how to correctly package the device(s) to avoid damage during transit. Once your device(s) has been received and processed, you will receive confirmation that your request has been successfully resolved.

Please reach out to us at support@mobilerecell.com with any questions or concerns on the below information. Thank You.

Required

Turning off Find my iPhone, Samsung's Reactivation Lock, or Perform Windows Reset:

1. For an Apple iOS device, go to Settings > General > Reset > Erase All Content and Settings. When you do this, Find my iPhone/iPad and Activation Lock are also turned off.

2. For a Samsung device, go to Settings > Tap Accounts (or Users & Accounts) > Select the account type, which in this case would be Google > Tap the Email Address > Tap the menu icon (three vertical dots) on the top right-hand corner > Tap Remove Account > Tap Remove Account again.

3. For a Windows device, from the home screen, select the Settings icon (note: If the Settings icon does not appear in the home screen, swipe left to reveal the application list and scroll down until you locate it) > Tap on About > Tap on Reset your phone. You will be prompted to confirm twice. Tap on Yes in both cases. Your phone will start the reset process. It will take some minutes to reset.

Safe Packing Tips

Simply place the shipping label on the corrugated box and follow the instructions below on how to properly secure your devices within the slotted box. Each box will either fit (20) smartphones or (10) tablets depending on which box type you requested. If possible, please secure one device per slot and surround the device with a packing material such as bubble wrap, newspaper, foam peanuts, etc. Bubble wrap is included on the top and bottom of the package to help secure the devices, but this isn't to be used for protecting each device.

In order to seal the box use sturdy tape (such as duct tape) around the edges. By doing this you will ensure the slotted box will not open during transit.

Schedule a Pickup or Find the Nearest FedEx Location

1. To schedule a FedEx pickup at your home or business address, please visit https://www.fedex.com/grd/rpp/ShowRPP.do

2. If you would like to drop off your package at a nearby FedEx location, please visit http://www.fedex.com/locate/