



HERE WITH YOU. HERE FOR YOU.

Dear Colleague,

This email contains instructions on sending in your mobile device(s). A pre-paid FedEx label is included that will need to be applied to this box. Also provided are recommendations on how to prepare your device for return, including instructions on how to correctly package your device to avoid damage during transit. Once your device 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](mailto: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 on how to properly secure your device(s) under the film. You should be able to fit up to (3) cell phones or (1) tablet under this film. Placing the devices under the film will ensure that nothing is damaged in transit.

In order to seal the box, use the (3) pieces of tape provided to apply between the top of the enclosing lip and the bottom of the box. By doing this you will ensure the 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/>