Trade In Device Guide

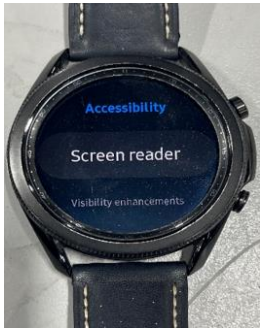
Let's talk about what's possible.

SMART WATCHES

Good

Light wear and tear. Minor scratches/scuffs on body. Functions properly and runs off of battery. No cracked LCD screen.





Poor

Heavy wear and tear. Major scratches/scuffs on body. Functions properly and runs off battery. Minor cracks on body. No cracked LCD screen.





Recycle

Does not function properly or hold a charge. Broken, damaged, or cracked LCD screen. Missing parts.





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Instructions to remove Apple Find My feature and unpair your Apple Watch:

Keep your Apple Watch and iPhone close together. On your iPhone, open the Watch app.

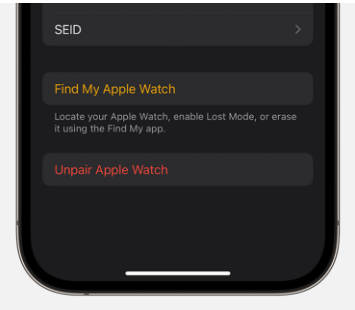
Tap "My Watch" > Tap "All Watches" at the top of the screen > Tap the info button ⓘ next to your Apple Watch.

For cellular models tap "Remove (Carrier) Plan" and follow prompts to remove account.

Tap "Unpair Apple Watch" > Follow promts to enter Apple ID password. This will remove the Find My feature and unpair Apple Watch.







What if the customer can't remember their Apple ID?

Instruct the customer to follow these steps to find their Apple ID:

Go to My Apple ID (appleid.apple.com) and click "Find your Apple ID".

Enter your first name, last name, current email address, and any prior email addresses that you might have used to create an Apple ID. Apple uses this information to search for Apple IDs.

- If no Apple IDs are found, follow the onscreen instructions to create an Apple ID.
- If one Apple ID is found, choose whether to receive an email from Apple or answer security questions. Both options will conclude by asking you to reset your Apple ID password. Follow the instructions provided.
- If multiple Apple IDs are found, select the one that matches your current email address. Then choose whether to receive an email from Apple or answer security questions. Both options will conclude by asking you to reset your Apple ID password. Follow the instructions provided.

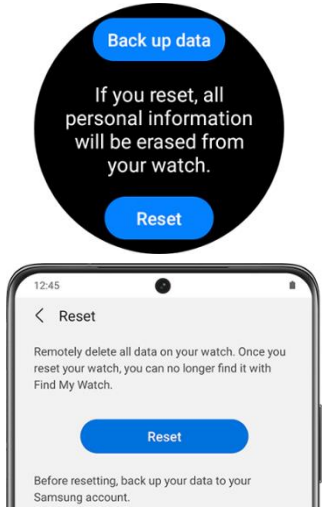
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Instructions to remove content and unpair your Samsung Galaxy Watch:



Depending on your watch, the reset methods may be a little different.

On Galaxy Watch Tap "Settings" > Swipe to and tap "General" > Swipe to and tap "Reset".

Tap the checkmark and follow any on-screen instructions to start the reset.

OR open the "Galaxy Wearable" app on your connected phone.

Tap "Watch Settings" > Tap "General" > Tap "Reset" > and then tap "Reset" again to confirm.

You may be prompted to enter your Samsung ID password to remove SmartThings Find account.

What if I can't remember my Samsung ID?

Launch Samsung account and tap "Find ID". Enter your recovery phone number or email and tap "continue".

Enter the requested data and tap "Continue".

Instructions to remove content and unpair Fitbit:

Click here

Instructions to remove content and unpair Garmin:

Click here

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