

HEADPHONES

“What is the condition of the item?” (Condition status applies to both headphones and charging case if applicable)

Good

Minimal wear and tear. Little to no visible scratches or scuffs. Headphones and/or charging case functions properly. Includes audio cable if applicable. Serial number present.



Fair

Light wear and tear. Some scratches/scuffs, light dirt or discoloration. Functions properly. Includes audio cable if applicable. Serial number present.



Poor

Heavy wear and tear. Major scratches/scuffs on body. Functions properly. Includes audio cable if applicable. Serial number present.



Recycle

Rips, tears, and/or large cracks. Very dirty or major discoloration. Does not charge, power on, or produce sound. Missing parts. No serial number present.



Trade In Device Guide

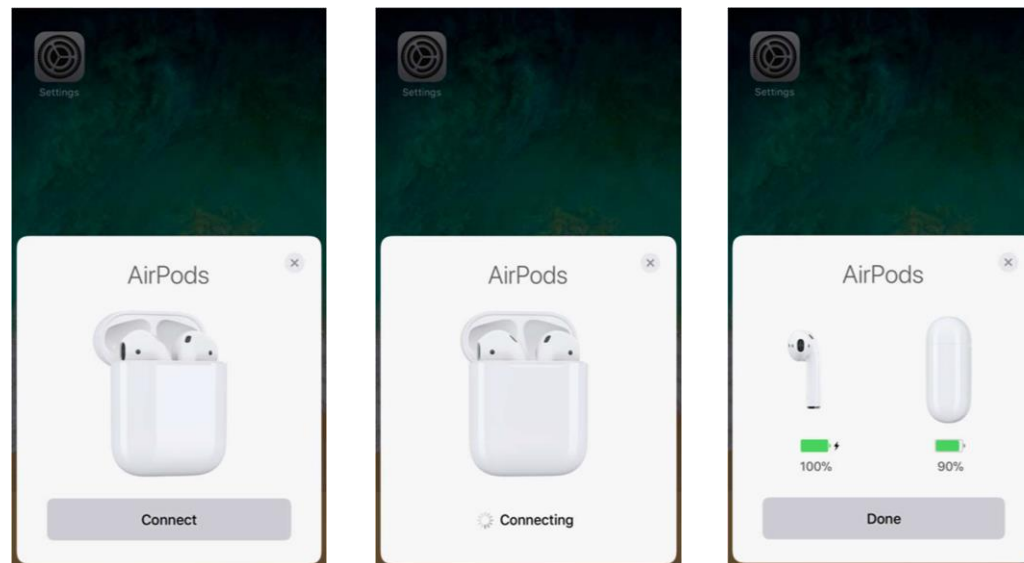
Let's talk about what's possible.

For Bluetooth headphones, validate that they connect to other Bluetooth devices (your phone), and the headphones can successfully charge and run off battery. For wired headphones, make sure the auxiliary cable is working and included with trade-in.

Access the Settings app from your phone. Select the Bluetooth menu and tap on the name of your headphones to connect them to your phone. Play audio through the phone and headphones to validate they are producing sound. Plug your headphones in to charger and validate that charging lights or symbols are present when plugged in. With most devices, the lights will turn from red/yellow to green when fully charged.

AirPod Connection/Battery Check Instructions:

With phone nearby, lift lid of AirPods charging case to show battery percentages of charging case and the AirPods. If necessary, reconnect AirPods to phone.



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After completing functionality test, unpair headphones from phone and validate that headphones are not connected to any of your personal accounts (Apple, Google, Samsung, etc.).

Access the settings app from your phone and/or other devices. Select the Bluetooth menu and tap on the name of your headphones and choose “forget this device” or “remove”.

Instructions to remove Apple Find My feature from your AirPods or AirPods Max:

Access Settings > Bluetooth settings > Select “AirPods” > Select “Forget Device”

Verify AirPods are no longer visible in “Find My” app. If they are, select AirPods and scroll to “Remove This Device”.

