



ACTIVATION & RETURNS

Activate Your Device



If you already have a SIM card:

Transfer your SIM card from your previous device into your new device and power it on.



If you have a new SIM card:

Insert your SIM card into your device and call Verizon Wireless Customer Service at **800-922-0204**. Or, visit **verizonwireless.com**, navigate to 'My Verizon,' and select 'Activate or Switch Device.'



If your device does not take a SIM card:

Using your replacement device, dial *228 and follow the activation prompts. Or, visit **verizonwireless.com**, navigate to 'My Verizon,' and select 'Activate or Switch Device.'

Return Your Broken Device



Place your broken device in the provided return envelope, attach the included USPS label, and drop the sealed envelope in any US Postal Service mailbox.

If the broken device is not returned within 30 days of your claim, you will be subject to a \$200 fee for unreturned equipment.

DWP Warranty

Your device has a **90 day defective exchange warranty**. If your device has **NO** physical damage, but is defective (glitches, power cycles, etc.), call us or take your device to a Diamond Wireless location to process a defective exchange.

Please keep all equipment with the device, including the box, as you will need it to process an exchange. Devices returned without all original equipment will be assessed a **\$35 restocking fee**. If your device arrives to you initially with any physical damage, this must be reported to DWP within 2 days of receiving it.

Your replacement device may be new, like new, or remanufactured and may contain non-original parts. Please visit **diamond-wireless.com/diamond-wireless-protection-program** for full program details.

Questions or Comments? *Let us know!*

877-770-1555 or **askdwp@diamond-wireless.com**

Para asistencia en Español, por favor llame al número 877-770-1555



diamond-wireless.com



@dwpProtection



@dw_protection



@dw_protection





DIAMOND Wireless | Premium Wireless Retailer

Turn Off FIND MY iPhone®

How to turn off the iPhone activation lock.

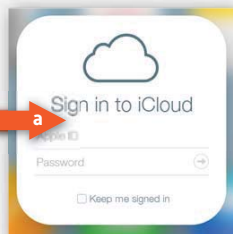
THANK YOU for taking the extra steps to turn off **FMiP** (Find My iPhone) on your Apple® device! This is important to ensure that the device you were rewarded for trading in can be given a new life.

- An iPhone /iPad with **FMiP** left on loses its trade-in value.
- **FMiP** left on prevents an iPhone/iPad from being reactivated and used by the next deserving owner.

The instructions below will help to ensure that your traded device can be reprocessed securely and returned to factory settings. Once you follow the easy instructions below, the device will be removed from your iCloud account and reprocessed.



CUSTOMERS that traded in an iPhone without **FMiP** turned off may be contacted to request that the activation lock be turned off through iCloud. This process will require entering your AppleID^a Username and Password. The instructions to do so are:

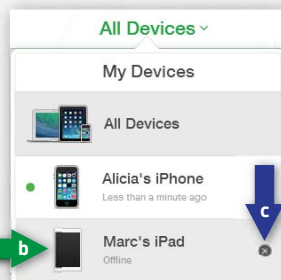


1

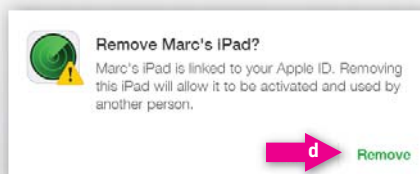
Go to www.icloud.com/#find and login using your Apple ID (the same account you used on your device).

Click '**All Devices**' at the top, and locate the device you traded. iCloud will finish updating the location on each of your devices and the device that you traded should appear as **Offline**^b. Click **on the device** to select it, then click the '**X**'^c button to remove it from your account.

2



3



Click '**Remove**'^d on the next screen to confirm. The device will no longer appear in the device list and this will serve as confirmation that the device activation lock was removed successfully.

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[@dw_protection](https://twitter.com/dw_protection) [@dw_protection](https://www.instagram.com/dw_protection)

