

ANY QUESTIONS?

The Apple Trade In Program is operated and provided by Likewize.

The Likewize Apple Customer Care Centre is available Monday to Friday, from 9am to 5pm AEST.

Likewize Apple Customer Care Centre

Call 1800 331 033

Email AU.AppleTradeIn@Likewize.com

likewize.

WELCOME

Thank you for choosing to trade-in your device with us. To ensure a smooth trade-in of your device, please follow the instructions below so that your transaction gets processed properly.

RETURN PACK CONTENTS

1. Customer coupon.
2. Return bubble bag.
3. Return cardboard box.
4. StarTrack sender's declaration.
5. StarTrack return labelled satchel.

RETURN CHECKLIST

Please complete the following steps to make the return process quick and easy.

1. Delete all personal data on the device

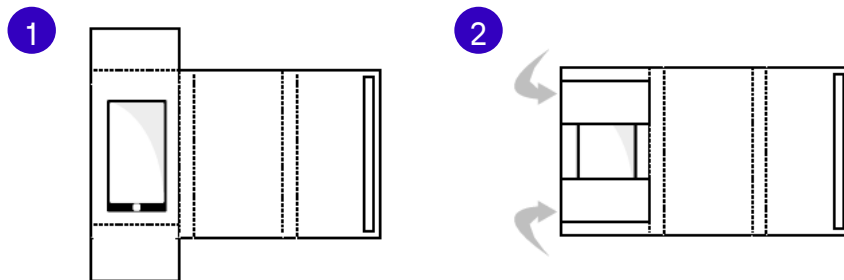
- a. Back up or transfer any personal data prior to deletion.
- b. Remove the SIM card from your device.
- c. Remove all personal data. We recommend that you set the device to "restore to factory settings" after transferring your personal data.
- d. Ensure that "Find my iPhone", "Find my iPad" or "kill switch" is turned off

2. Charge the device and turn it off. We do not require the device charger or cable

Now that your device is ready, ship it to us in the provided packaging.

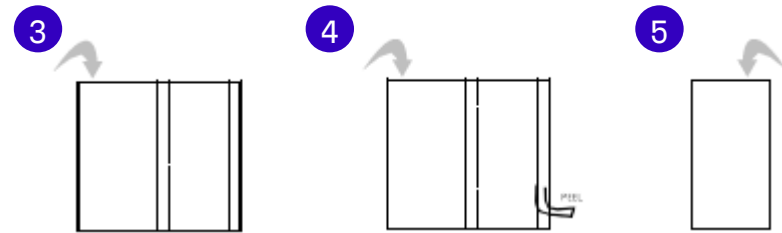
PREPARING YOUR RETURNS

Prepaid shipping using the device return box



IMPORTANT TERMS AND CONDITIONS

Full version: <https://appletradein-au.likewise.com/>



IMPORTANT:

Place your device face up in the provided shipping box.
Sign and enclose the customer coupon inside the box.
Place the returns box into the blue StarTrack satchel and seal securely.

SENDING YOUR DEVICE

We've set up a courier service for track, trace and signed for delivery that safeguards your handsets from loss in Transit.

Just follow the instructions to book your free courier collection:

1. Complete required steps as set out in customer coupon.
2. Place the device into the bubble bag and enclose in cardboard box then seal and place into the blue StarTrack satchel and seal securely. Ensure the battery is installed in the device before doing so.
3. Complete and sign the sender's declaration on the consignment note. Ensure you retain a copy "signed and dated by the collecting driver" for track and trace purposes.
4. Call StarTrack on 13 23 45 or go online to www.startrack.com.au to organise a free collection at a time that suits you from your chosen address. Book a pick up by Air / PRM-Premium service from the menu options. You will need your phone number and consignment number to complete the booking.
5. State the consignment number printed on your StarTrack consignment label and request an overnight air / PRM-Premium service. When booking online ensure a minimum of 3 hours is selected between the pickup and closing times.
6. Your satchel weight is approximately 1kg and does not contain dangerous goods.
7. Enquire with StarTrack about alternative options if you are unable to find a suitable collection time.

INSPECTION OF YOUR DEVICE

Data stored on devices

It is your responsibility to remove your SIM card and any personal data held on your device. SIM cards can contain private information and may enable unauthorized use of your network airtime. If you fail to remove your SIM card or your personal data from your device, you agree to release Likewise Device Protection (AU) Pty Ltd ABN 81 653 447 833 from all claims, losses or damages with respect to the use of your SIM card and personal data. Any SIM cards received by Likewise Device Protection (AU) Pty Ltd are non-returnable and will be destroyed.

Inspection of your device

Once your device has been received and inspected, we will contact you via email to confirm the value of your device (as adjusted, if necessary). If you accept the revised offer, you will usually receive the revised value via electronic Apple Gift Card within approximately 48 working hours of your acceptance of the offer. If you reject the offer OR if we do not hear from you within 14 days of the notification email delivery date, we will automatically return the device to you free of charge.