

Pre-Trade-in Checklist for Customers:

Follow this step-by-step guide to transfer your content and remove personal info before trading in your device

For Apple devices

☐ Transfer your personal content to your new device.

1. From your old device, go to **Settings** and select **Passwords & Accounts**, then **iCloud**.
2. Select the switch next to each item you want to transfer to iCloud.
3. On your new device, turn on iCloud to find the transferred content. Go to **Settings**, then **Passwords & Accounts**, then **Add Account**, then **iCloud**. Enter your **Apple ID** and **password**. Select the switch next to each item you want to place on your new device.

☐ Turn off Find my iPhone.

1. Go to **Settings**, then **Passwords & Accounts**, then **iCloud**, then **Find My**, then **Find my iPhone**.
2. Select the switch next to Find my iPhone to turn it off.

☐ Remove the SIM card.

1. Insert a SIM tool into the small hole to eject the SIM tray.
2. Remove the SIM card from the SIM tray.
3. Push the empty SIM tray back in.

☐ Do a factory reset.

1. Go to **Settings**, then **General**, then **Reset**, then **Erase All Content and Settings**.
2. Select **Erase Now**, then **Erase iPhone**.
3. Enter your passcode, if prompted.

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For Android devices

Instructions may vary slightly depending on the manufacturer.

☐ **Transfer your personal content from your old device using Google.**

1. From your old device, go to **Settings**, then **Google**, then **Backup**, then **Backup to Google Drive**, and turn the switch on.
2. When setting up your new device, add your Google account. You'll be able to access the content you backed up from your old device.

☐ **Turn off Find my Device.**

1. Go to **Settings**, then **Google**, then **Security**, then **Find My Device**.
2. Select the switch next to Find my Device to turn it off.

☐ **Remove the SIM and any microSD cards.**

1. Remove the battery cover and battery so you can access the SIM and any microSD cards. If your device has a non-removable battery, insert a SIM tool into the small hole to eject the SIM tray.
2. Remove the SIM and any microSD cards.
3. Replace the battery and battery cover or push the empty SIM tray back in.

☐ **Do a factory reset.**

1. Go to **Settings**, then **General management**, then **Reset**, then **Factory data reset**.
2. Select **Reset** again.
3. Enter your passcode, if prompted.
4. Select **Delete all**.