



## Trade In FAQs

### Frequently Asked Questions

**1. Who is eligible for this Trade-In Program?**

This program is available for all new and existing Singtel customers.

**2. I did not purchase my phone from Singtel. Can I still trade in with Singtel?**

Yes. We will accept the phone even if you bought it from somewhere else.

**3. How will I get paid for the value of the trade-in phone?**

The trade in value will only be used to offset the purchase of the new device.

**4. Can I trade in my phone for cash?**

No. The value of your trade in is only valid for new device purchase.

**5. Can I trade in other phones that are not available in the trade-in phone list?**

Yes, you can. You can proceed to any of our Singtel Shops listed to get our staff to advise the value of your device.

**6. What do I need to bring for this Trade-In Program?**

You will be required to hand in the eligible device, adaptors and accompanying accessories.

**7. What do I need to do with my device before I bring in for this Trade-In Program?**

You will need to:

- Back up your data
- Sign out apps and services
- Turn off automatic login features (Face ID, Touch ID)
- Turn off iCloud lock (Find My iPhone), iCloud, and Google accounts
- Reset to factory setting
- Remove SIM cards or SD cards if there are any
- Phone set up process is completed, and no Google or other accounts are present in the phone.

**8. Can I trade in more than 1 device?**

Only 1 device is allowed for trade-in on this program.



**9. I forgot to back up my data before resetting the device back to factory default settings. Are you able to help retrieve the data?**

After factory reset, we will not be able to retrieve any of your past data. Please ensure you have done all data back-up before doing reset or handing in your device.

**10. My device has some defects, sometimes it is not working or cannot be powered up. Can I still participate in the trade-in program?**

The device that you bring in for the trade-in needs to be in working condition.

Devices with the below condition met are considered acceptable as working devices:

- Can be powered on and off and display is clear and visible
- Touch screen is functional and no corrosion, cracks, burnt or discoloration
- Power and headphone ports are working
- Device able to be charge
- For iPhone 12 and above, battery health must be 85% and above. If it shows "Service", the battery is considered unacceptable.
- iPhone must not have any non original parts
- Device is not registered on any applicable stolen or lost property database
- Working camera

If you are unsure of whether your device condition may be acceptable, you can proceed to any of our Singtel shops listed to get our staff to evaluate your device.