4-Point Inspection for iPhones

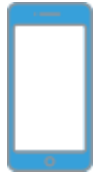| WORKING	DAMAGED	INELIGIBLE
• Powers on and makes calls • No cracks, dents, or severe scratches on the display and/or housing • Touchscreen, buttons, and camera are functional • Device is fully functional and operating as designed	• Powers on and makes calls • Cracked/damaged screen display • Device is fully functional and operating as designed • Damaged values are only offered on iPhone 7 Plus and newer. • Damaged iPhone models iPhone 7 and earlier have zero-dollar value	• iOS Activation Locked • Mobile Device Management system locked • Does not power on • Cracks, dents or severe scratches to the housing • Non-functioning buttons or camera • Device does not hold a charge • Jailbroken/rooted • Personal data unable to be erased • Missing buttons or parts • Water damage • Signs of battery swelling or screen lifting

1) Power Up + Software Check

To be eligible for trade-in, all devices:
- Must power up and function normally
- Must not be jailbroken/rooted
- Must not contain counterfeit, third party parts or unauthorized modifications

2) Casing/Enclosure

To be eligible for trade-in:
- The enclosure is free from significant signs of damage beyond normal wear and tear
- The device has no large/obvious bends
- The enclosure is completely present
- The device does not have a swollen battery
- All buttons are present and operable
- The camera lens is not missing, cracked, or damaged

3) Touchscreen + Camera

To be eligible for trade-in:
- The display does not have deep scratches that impair the usability or readability
- The display is functioning properly and/or is responsive to touch
- The display does not show signs of "screen lifting"
- The screen shows no signs of bleeding, streaks, and/or liquid under the display

A device is considered "**Damaged**" if:
- The display has one or more cracks on the front glass or the LCD is fractured

4) Device Locks + Data Erasure

To be eligible for trade-in, all devices must be:
- Unlocked and erased
- Unlocked from MDM (Mobile Device Management) System
- Free of iOS Activation Locks (*Find My iPhone*)

How to deactivate FMiP manually: https://support.apple.com/en-us/HT201274 *How to deactivate FMiP remotely:* https://support.apple.com/en-us/HT2011

4-Point Inspection for iPads

WORKING

- Powers on and makes calls
- No cracks, dents, or severe scratches on the display and/or housing
- Touchscreen, buttons, and camera are functional
- Device is fully functional and operating as designed
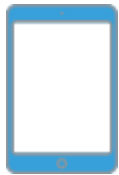
INELIGIBLE

- iOS Activation Locked
- Mobile Device Management system locked
- Does not power on
- Cracks, dents or severe scratches to the housing
- Non-functioning buttons or camera
- Device does not hold a charge
- Jailbroken/rooted
- Personal data unable to be erased
- Missing buttons or parts
- Water damage
- Signs of battery swelling

1) Power Up + Software Check

To be eligible for trade-in, all devices:
- Must power up and function normally
- Must not be jailbroken/rooted
- Must not contain counterfeit, third party parts or unauthorized modifications

2) Casing/Enclosure

To be eligible for trade-in:
- The enclosure is free from significant signs of damage beyond normal wear and tear
- The device has no large/obvious bends
- The enclosure is completely present
- The device does not have a swollen battery
- All buttons are present and operable
- The camera lens is not missing, cracked, or damaged

3) Touchscreen + Camera

To be eligible for trade-in:
- The display does not have deep scratches that impair the usability or readability
- The display is functioning properly and/or is responsive to touch
- The display does not show signs of "screen lifting"
- The screen shows no signs of bleeding, streaks, and/or liquid under the display
- The display is free from cracks on the front glass and the LCD is not fractured

4) Device Locks + Data Erasure

To be eligible for trade-in, all devices must be:
- Unlocked and erased
- Unlocked from MDM (Mobile Device Management) System
- Free of iOS Activation Locks (*Find My iPad*)

How to deactivate FMiP manually: https://support.apple.com/en-us/HT201274 How to deactivate FMiP remotely: https://support.apple.com/en-us/HT2011

4-Point Inspection for Apple Watch

WORKING	INELIGIBLE	
• Powers on and makes calls • No cracks, dents, or severe scratches on the display and/or housing • Touchscreen, buttons, and camera are functional • Device is fully functional and operating as designed • All smartwatches must be **unpaired** from smartphones	• iOS Activation Locked • Mobile Device Management system locked • Does not power on • Cracked/damaged screen display or touchscreen, screen lifting • Cracks, dents or severe scratches to the housing	• Non-functioning buttons or camera • Device does not hold a charge • Jailbroken/rooted • Personal data unable to be erased • Missing buttons or parts • Water damage • Signs of battery swelling

1) Power Up + Software Check

To be eligible for trade-in, all devices:
- Must power up and function normally
- Must not be jailbroken/rooted
- Must not contain counterfeit, third party parts or unauthorized modifications

2) Casing/Enclosure

To be eligible for trade-in:
- The enclosure is free from significant signs of damage beyond normal wear and tear
- The device has no large/obvious bends
- The enclosure is completely present
- The device does not have a swollen battery
- All buttons are present and operable
- The camera lens is not missing, cracked, or damaged

3) Touchscreen + Camera

To be eligible for trade-in:
- The display does not have deep scratches that impair the usability or readability
- The display is functioning properly and/or is responsive to touch
- The display does not show signs of "screen lifting"
- The screen shows no signs of bleeding, streaks, and/or liquid under the display
- The display has no cracks on the front glass or the LCD is intact

4) Device Locks + Data Erasure

To be eligible for trade-in, all devices must be:
- Unlocked and erased
- Unlocked from MDM (Mobile Device Management) System
- Free of iOS Activation Locks (*Find My iPhone*)

How to deactivate FMiP manually: https://support.apple.com/en-us/HT201274 How to deactivate FMiP remotely: https://support.apple.com/en-us/HT2011

4-Point Inspection for Android smartphones + tablets

WORKING	DAMAGED	INELIGIBLE
• Powers on and makes calls	• Powers on and makes calls	• Activation locked
• No cracks, dents, or severe scratches on the display and/or housing	• Missing buttons or parts	• Mobile Device Management system locked
• Touchscreen, buttons, and camera are functional	• Cracked, water damaged, or malfunctioning display	• Does not power on
• Device is fully functional and operating as designed	• Signs of screen lifting	• Jailbroken/rooted
	• Cracks, dents or severe scratches to the housing	• Personal data unable to be erased
	• Non-functioning buttons or camera	
	• Device does not hold a charge	

1) Power Up + Software Check

To be eligible for trade-in, all devices:
- Must power up and function normally
- Must not be jailbroken/rooted
- Must not contain counterfeit, third party parts or unauthorized modifications

2) Casing/Enclosure

A device is considered "**Damaged**" if:
- The enclosure has significant signs of damage beyond normal wear and tear
- The device has a large/obvious bend
- The enclosure is missing completely
- The device has a swollen battery
- One or more of the buttons are inoperable
- The camera lens is missing, cracked, or damaged

3) Touchscreen + Camera

A device is considered "**Damaged**" if:
- The display has one or more cracks on the front glass or the LCD is fractured
- The display has deep scratches that impair the usability or readability
- The display is not functioning properly and/or is not responsive to touch
- The display shows signs of "screen lifting"
- The screen shows signs of bleeding, streaks, and/or liquid under the display

4) Device Locks + Data Erasure

To be eligible for trade-in, all devices must be:
- Unlocked and erased
- Unlocked from MDM (Mobile Device Management) System
- Free of Activation Locks

4-Point Inspection for Macs and PCs

WORKING	DAMAGED	INELIGIBLE
• Powers on, is unlocked, and boots up to the OS startup screen • Display functions as designed, is free of cracks or fractures • Housing is free of cracks, dents or severe scratches, bends, swelling • All buttons are present • Buttons and trackpad function as designed	• Powers on, is unlocked, factory reset, and boots up to the OS startup screen • Housing is cracked and/or fractured, has dents • Display malfunctions, is cracked, fractured, or scratched affecting readability, irregular or malfunctioning pixels, bright/dark spots or burned images, anti-reflective coating is worn or delaminated • The housing is swelling, expanding, dimpling, bent or severely scratched • Missing one or more buttons • Buttons or trackpad do not function as designed	• The device does not power on • Device is locked: • i.e. firmware lock, password, device management software, and/or Find My Mac is not disabled • Device does not boot up to the OS startup screen • The housing is swelling, bulging or expanding

1) Power Up + Software Check

To be eligible for trade-in, all devices:

- Must power on when the power button is pressed
- Must have all locks including firmware locks, passwords, device management software, and 'Find My Mac' disabled
- Must boot up to the OS startup screen (first time use, factory restore screen)

2) Housing

To be eligible for trade-in, all devices must:

- Show no signs of swelling (battery expansion), bulging or separating
- Show no visual signs of physical housing separation of any kind

A device is considered "**Damaged**" if:

- The housing is cracked (top, bottom, perimeter, hinges) in any way
- The housing is bent, dented, or folded (top, bottom, perimeter, hinge)
- The housing is severely scratched or gouged

3) Display Screen

A device is considered "**Damaged**" if the display:

- Is cracked, fractured and/or shows signs of delamination
- Does not function as designed (displaying single colors, lines, flickering)
- Is scratched such that it affects readability

4) Keyboard + Trackpad

To be eligible for trade-in, all devices must:

- Show no signs of swelling (battery expansion), bulging or separating A device is considered "Damaged" if:
- The device is missing one or more buttons.
- One or more buttons or trackpad do not function as designed.

Preparing smartphones + tablets for shipment
Follow these steps to protect personal data and ensure the devices are ready for shipping.
Devices that are not unlocked and factory reset are not eligible for trade-in.

iOS Devices (iPhone, iPad)

Find My iPhone/Find My iPad must be disabled for iOS devices to be eligible for trade value.

1. From the home screen, tap **Settings**
2. Select **General**
3. Scroll down to the bottom and select **Reset**
4. Select **Reset All Content and Settings**
5. Enter the user's Apple ID password when prompted, then tap **Erase Phone/Pad**

    *If the original user has forgotten their Apple ID Password, they can reset it at: **http://iforgot.apple.com***

6. The device will reset.

    Instructions from Apple Support   https://support.apple.com/en-us/HT201351
    How to deactivate FMiP manually   https://support.apple.com/en-us/HT201274
    How to deactivate FMiP remotely   https://support.apple.com/en-us/HT201441

Android Smartphones

1. Go to **Settings**
2. Depending on the version of Android, tap either **Backup and Reset**, **Privacy**, or **Security**
3. Tap **Reset Phone**
4. Select **Erase All Data**
5. Tap **OK** for erasure to begin

Android Tablets

1. Go to **Settings**
2. Tap **User and Backup**
3. Select **Backup and Reset**
4. Tap **Reset Tablet**
5. Tap **Erase Everything**

Preparing Macs for shipment

Follow these steps to protect personal data and ensure the devices are ready for shipping.
Devices that are not unlocked and factory reset are not eligible for trade-in.

1.   Back up your data

For info on how to backup data in macOS, visit: SUPPORT.APPLE.COM/MAC-BACKUP

2.   Sign out of services

iTunes
1. Open iTunes, then navigate to the menu bar at the top of your
2. computer screen or at the top of the iTunes window.
3. Click Account > **Authorizations > Deauthorize This Computer**

iCloud + Find My Mac
1. From the Apple menu at the top left, select System
2. Preferences then select iCloud.
3. Deselect Find My Mac, enter your Apple ID password when prompted, click Continue, and proceed to sign out.
4. When you sign out of iCloud, you'll be asked whether you want to remove iCloud data from your Mac.
5. Select Keep a Copy so your iCloud data will remain on other devices using the same Apple ID.

FileVault
FileVault encrypts the files on your hard drive. You'll need to confirm FileVault is turned off before going any further.
1. From the Apple menu, select System Preferences.
2. Select Security & Privacy and select the FileVault tab.
3. If FileVault is OFF, you can proceed with erasing your Mac. Otherwise, click the lock button at the bottom left, then enter an administrator name and password to unlock settings.
4. Turn FileVault OFF and restart your Mac.

3.   Reformat & erase hard drive

1. Restart your Mac and immediately press and hold Command + R while it starts up.
2. Continue to hold down Command + R until you see the Apple logo or a spinning globe.
3. Select Disk Utility from the utilities window of macOS Recovery, then click Continue.
4. Select your startup disk name in the sidebar, not the volume name indented beneath it. If you don't see your startup disk in the sidebar, click View above the sidebar and select All Devices.
5. Click the Erase button or tab. If you don't see an erase button or tab, select the volume name indented beneath the disk name, then look again.
6. Name: Enter a name for your disk, Format: Choose Mac OS Extended (Journaled), Scheme (if available): Choose GUID Partition Map.
7. Click Erase to begin erasing your disk.
8. When done, quit Disk Utility to return to the utilities window.
9. You're now ready to reinstall macOS.

4.   Reinstall macOS

1. Choose Reinstall macOS (or Reinstall OS Catalina) from the utilities window.
2. Click Continue, then follow the onscreen instructions.
3. To install macOS, your Mac serial number is sent to Apple, and you might be asked for your Apple ID.
   Entering your Apple ID will not restore your personal data on your device.

Instructions from Apple Support: https://support.apple.com/en-us/HT201065