



Trade-in Terms and Conditions:

Note: There will be no refunds for trade-in price differences, if any.

1. Check that your mobile device meets these criteria:

- ✓ Device must be local set and in good working condition
- ✓ No cosmetic damage
- ✓ No damage on LCD screen, display is sharp and clear
- ✓ Personal information has been deleted by factory reset
- ✓ Comes with original battery, charger and accompanying accessories
- ✓ For iPhone/iPad, the iCloud lock (Find My iPhone) must be unlocked
- ✓ For iPhone 12 and above, battery health must be 85% and above.
- ✓ For all iPhone models, if battery health is showing "Service", trade-in will be rejected.
- ✓ iPhone must not have any non-original parts
- ✓ Device is not registered on any applicable stolen or lost property database
- ✓ Working camera

2. The trade-in value can offset the cost of your new mobile device OR be paid out in cash in select Singtel shops (313 Somerset, Jurong Point, Causeway Point, Bugis, Ang Mo Kio, Tampines Mall). If the above criteria are not met, the trade-in value will be collected as cash payment upon delivery.

3. Before trading in, please be reminded to:

- ✓ Terminate any MobileSwop Unlimited add-on registered to your device on My Singtel App, if applicable.
- ✓ Back-up and erase all data and material including applications, contacts and personal information before handing over your device to us. Singtel shall not be liable for any loss in data related to the trade-in.



4. Are there any time limits or special conditions for completing a trade-in, especially during a promotion?

Yes, specific terms and conditions apply to all trade-in promotions.

Unless otherwise noted, you must complete two steps to be eligible for a promotion:

- Bring your activated new device
- Complete the trade-in process within 7 days of your device purchase or delivery date (whichever comes later).

Please also have your proof of purchase, such as the Service Agreement or Receipt and Delivery Order (where applicable), ready for a smooth experience. You can find more details in the specific campaign terms for the promotion you're using.

5. During trade-in, please hand over your device to our courier upon receiving your new purchase. He or she will not be responsible to assist/guide to back-up or erase the data from your device.