



AT&T MSS Wireless BuyBack and Recycling Program

Electronic Shipping Label & Packaging Instructions

- Print only **1 copy** of each PDF file—**DO NOT DUPLICATE LABELS**. FedEx will reject duplicate copies of the same shipping label. If additional labels are needed, please contact mssbuyback@att.com
- Be sure to **deactivate all services**, delete all personal and corporate information, and remove the SIM or memory card before sending the wireless device. If any SIM or memory cards are found, they will be removed and shredded for data security purposes free of charge

Packaging

- Please use **sturdy boxes** (we recommend copy paper boxes) to limit potential damage during shipping
- **DO NOT OVERPACK**—no more than 40 pounds per box
- Pack all wireless devices, chargers, and cases in the same box—no need to sort
- **Please print and include a Shipment Packing Slip in each box** (page 3 of this document)
- The Device Inventory List (page 4) is **optional**
- For any sized box, **tape all the seams and then tape cross-wise**

Batteries

- Batteries should remain inside the phones for shipping
- Spare batteries must be packed into a box separate from phones and accessories for shipping
- In order to prevent short circuits, spare batteries must have their terminals taped or must be packed in individual, non-conductive, sealed plastic bags

Labeling the Box

- **Secure the FedEx shipping label to the box** using a packing slip pouch or tape completely over the label using packing tape to ensure the label does not tear during shipping
- Battery Shipping Declaration (page 5 of this document) **must be printed and adhered to any box containing 3 or more lithium ion batteries**
- Battery Caution Labels (page 6 of this document) **must be printed in color** and adhered to any box containing 3 or more lithium ion batteries
 - Do not obstruct the Battery Caution Label, it must be fully visible
 - If you are shipping 1 or 2 phones only, you do not need to adhere a Battery Caution Label
- If you are shipping **loose batteries**, please refer to page 7 of this document for US Department of Transportation packing and shipping guidelines

Shipping

- **If your company does not have a daily FedEx Ground pickup, schedule a free next-day pickup at 1-800-463-3339**
 - It is an automated scheduling line, so when you are prompted, say, "Schedule a Ground pick-up"
 - When prompted for your FedEx Account number, say, "Speak to a Representative" and your call will be transferred
 - Tell the Representative that you are scheduling a Ground Service pick-up and that you have a prepaid "Return Manager" label
 - The Representative will ask you for a **shipper number, it is 5490904** (this number is unique to this Program's shipping account with FedEx, and is the middle set of numbers on your label(s))

Your shipment is valuable to us and we want to make sure it arrives safely, on time, and intact! If you have any questions about our label or packaging instructions, please contact us at mssbuyback@att.com



AT&T MSS Wireless BuyBack and Recycling Program

Shipping Apple® Devices?

Please complete the simple steps below to ensure your Find My iPhone/iPad Activation Lock for Apple devices running iOS 7 or above is deactivated prior to sending your devices to the AT&T MSS Wireless BuyBack and Recycling Program.*

**Failure to deactivate the Find My iPhone/iPad Activation Lock in iOS 7 or above on Apple devices prior to sending will result in a considerable delay in processing and may result in forfeiture of payment. Locked devices will not be returned.*

For users still in possession of their iPhone:

For users who need to unlock their iPhone remotely:

Turn Off "Find My iPhone/iPad"

Follow these steps:

1. Go to the Settings app on your device
2. Select "iCloud"
3. Scroll down to "Find My iPhone/iPad" and toggle the button to the "Off" position
4. Enter Apple ID password and turn off Find My iPhone
5. Find My iPhone functionality is now disabled and your device is ready to be sent

Device Reset: You can also disable Find My iPhone/iPad by resetting your device through the Settings app > General > Reset > Erase All Content and Settings.

IMPORTANT: Do NOT remotely wipe, lock or mark your device as lost or stolen using iTunes or iCloud.

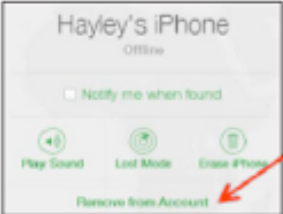

Not sure if you have iOS 7 or above installed?
Go to Settings > General > About > Version – starts with "7" or higher

Not sure if "Find My iPhone/iPad" is deactivated?
Visit www iCloud.com/activationlock and enter the device IMEI or Serial Number. Activation Lock should read "Off"

Already Shipped Your Device?

Follow these steps:

1. Sign in to your Apple iCloud account: www iCloud.com/#find
2. Click the "All Devices" link at the top of the page
3. Click on the device you would like to deactivate (the device may appear as "Offline")
4. Click "Remove from Account" at the bottom of the page
5. Click "Remove" when prompted
6. Your device can now be processed for payment





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Shipment Packing Slip

This document is intended to aid in the identification and recovery of this package in the unlikely event that it is lost or damaged in transit.

PLEASE PLACE INSIDE OF EACH PACKAGE

BOX# _____ **OF** _____

Sent From:

Send To:

**AT&T Recycling Program
c/o Receiving Department
4105 Leap Road
Hilliard, Ohio 43026**

Thank you for your cooperation!

Toll Free: 1.877.869.3938



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Battery Shipping Declaration

This Declaration must be printed and adhered to any box containing 3 or more lithium ion batteries. This Declaration is for batteries contained within phones as well as loose batteries*. Print as many labels as you need; adhere one label per box.

This package contains Lithium-ion batteries and is to be handled with care. Flammable hazard exists if package is damaged. Special procedures must be followed in the event the package is damaged, including inspection and repacking if necessary. Please call (877) 869-3938 for additional information.

**See page 7 for details on packing loose batteries in accordance with US Department of Transportation guidelines.*



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Battery Caution Labels

All shipments containing 3 or more lithium ion batteries must include the following label **printed in color and at the exact size provided below** per US Department of Transportation guidelines. Print as many labels as you need; adhere one label per box.





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Shipping Loose Batteries

Lithium Ion Batteries **not contained within a device** must be packed and labeled according to the below guidelines per the US Department of Transportation.

Packing Loose Batteries

- Spare batteries (loose batteries not contained within a device) must be packed into a box separate from phones and accessories for shipping
- Loose batteries must have their terminals taped, be separated so that electrically active terminals cannot come into contact with each other, or must be packed in individual, non-conductive, sealed plastic bags
- In order to prohibit sparks, dangerous evolution of heat, etc., **please do not include loose batteries that appear to be defective** (swollen, water damaged [pink, red, or purple litmus paper], or corrosive spots anywhere on the body of the battery)

Using the proper Shipping Container

- Shipping Container must meet the US Department of Transportation Packing Group II requirements:
 - Must be capable of passing a 1.2 meter drop-test in any direction without spillage of the contents, damage of the batteries, or shifting of the contents that could lead to short circuit
 - Gross weight of each box cannot exceed 66 pounds
- Shipping container must be marked with both a Battery Shipping Declaration (page 5) and a Battery Caution Label (page 6)