



Call the Tower to process customer trade-ins



1 Customers Call: **800.386.1539**
8am-7pm CT (Mon - Fri)

OR



Sellers Call: **800.386.7018**
8am-7pm CT (Mon - Fri)



2 Provide phone number and IMEI of device being traded-in

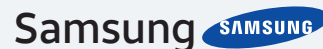
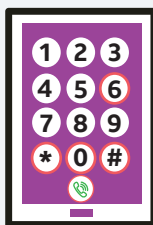


- 1 Tap **Setting**
- 2 Tap **General Settings**
- 3 Tap **About Phone**
- 4 Scroll to **PHYSICAL SIM**

PHYSICAL SIM	
Network	AT&T
Carrier	AT&T 50.0.2
IMEI	35 668111 509409 3

Finding IMEI numbers:

Dial ***#06#**
To view IMEI



- 1 Tap **Settings**
- 2 Tap **About Phone**

Model name	Galaxy Note10
Model number	
Serial number	
IMEI	2589230105221346

Use Apple or Samsung instructions if IMEI does not display



4 Print trade-in label sent by email



5 Package and mail trade-in to AT&T
(within 30 days of activating new phone)

Shipping materials are sent to customer

⚠ Take pictures of front, back and sides of device before sealing the box ⚠



6 Track trade-in status at
att.com/tradein

IMPORTANT DETAILS:

- ⚠ Go to att.com/tradein to qualify your customer for a trade-in before calling the Tower.
- ⚠ If customer is not ready at time of order, text will be sent to customer at 2 days and 10 days reminding customer to trade-in devices.

⚠ Failure to complete these steps correctly will disqualify the customer for trade-in. ⚠

Devices shipped to AT&T 31 days or later **WILL VOID** promotion.
Damages to device will reduce trade in-value or **VOID**
Passcode to device and "Find my iPhone" app **NEEDS TO BE REMOVED** before sending in device. **Will void** if not done.