

# ACTIVATE YOUR DEVICE TODAY

## 1: REACTIVATE YOUR SERVICE

Visit [RedPocket.com/my-lines](http://RedPocket.com/my-lines). If you cancelled your automatic payments while waiting for your replacement, your account may be in Airtime Expired status. Reactivate it by logging in and refilling your account.



## 2: INSERT YOUR SIM CARD

Insert the SIM card from your damaged device into the SIM card slot on your replacement device. If you have a CDMA phone and received a new SIM card with your replacement, insert the new SIM card instead. You will have to activate any new SIM cards at [redpocket.com/start](http://redpocket.com/start).



## 3: PROGRAM YOUR PHONE

Turn on your phone, then follow the configuration instructions displayed at RedPocket.com after completing your online activation. These instructions were also sent by email.



## NEED HELP?

- [Help.RedPocket.com](http://Help.RedPocket.com)
- Live Chat at [RedPocket.com](http://RedPocket.com)
- 1-712-775-8777



## To Return a Device

- If your device was damaged or malfunctioning and you received a replacement device, you must send Brightstar your damaged or malfunctioning device.
- To avoid a Locked Device Fee of up to the full retail price of your device, unlock your damaged or malfunctioning device before shipping it. Apple users must deactivate the 'Find My iPhone' feature. Android users whose devices are locked via a Google activation lock, must log into the account and unlock it.
- Make sure you remove any personal information and data and restore your device to the factory settings before shipping it back. Brightstar is not responsible for any loss of data, personal or otherwise, that may occur if you fail to remove your data from the device before returning it to us.
- Please place the device in the provided return envelope, attach the included USPS label, and drop the sealed envelope in any US Postal Service mailbox.
- If the damaged or malfunctioning device is not returned to Brightstar within 10 days, you may be subject to a Non-Return Fee of up to the full retail price of the device.

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## About Your Replacement

- **Phone Protection Plus Plan:** Your replacement device comes with a 90-day warranty. If your replacement malfunctions during this time period, please call 855-975-9533 to report the malfunctioning device.
- **Phone Protection Plus Plan with AppleCare Services and Phone Protection Plan with AppleCare Services:** Your warranty continues on your replacement device for as long as you are enrolled in the plan. If you exit the plan, new replacement devices come with a 12-month warranty and Apple certified pre-owned devices come with a 90-day warranty. If your replacement device malfunctions during this time period, please call Apple at 1-800-APL-CARE.



## QUESTIONS ABOUT YOUR CLAIM?

Contact Brightstar Device Protection:  
**855-975-9533**

**Important Note:** Device Protection will appear as the payee on your banking statement or credit card statement by which you paid your deductible. This will appear on your next statement.



**Red Pocket**  
MOBILE