

# 1 FREQUENTLY ASKED QUESTIONS

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## 1.1 PLACING YOUR ORDER

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### 1. How can I find out how much my device is worth?

You can either type your handset make and model or IMEI number into the quick search box on the top right hand side of the Telstra Online Trade-In Portal.

If you're unsure how to locate your IMEI, just type in `*#06#` into your telephone keypad. This will present you with a unique 15 digit number that is your device IMEI.

### 2. How do I know what model my device is?

The model of the mobile phone is found on a barcode label under the battery on most models. Take out the battery and look carefully at the label.

For Apple iPhones, go to [support.apple.com/kb/ht3939](https://support.apple.com/kb/ht3939) which explains in full how to identify your model.

### 3. Can I trade in any mobile device?

You can trade in any mobile phone or tablet on our database. If your used mobile phone or tablet is not listed, you cannot trade it in. If you like we can still safely dispose of your old mobile device or tablet at no charge.

### 4. Do you accept a phone that has been registered as lost or stolen?

No, we don't accept devices that have been registered as lost or stolen. Any device we receive that have been blocked (registered as lost or stolen) will be passed onto the police.

### 5. What happens to the phones I send in?

For most phones, if your phone is in good working condition it will be re-commissioned to be sent on to people in developing countries where the cost of a new phone is sometimes unaffordable. If your phone is beyond repair it will be recycled and disposed of correctly. Mobile phones should not be placed in general household rubbish.

### 6. I sent my SIM / SD card with my device, can I get it back?

Unfortunately if the SIM or memory card is sent with the customer's device, they are non-returnable and will be securely wiped and recycled.

### 7. What if my device is not listed in the portal?

If your device is not listed in the trade-in portal, it will not be accepted for trade-in.

## 1.2 ASSESSING YOUR MOBILE

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**You will be asked five questions to assess the health of your device. The answers help us provide you a quotation on what your phone is worth. Depending on your answer your device will be “good working”, non working” or BER (Beyond Economical Repair).**

**1. What is the definition of a mobile phone in “good working condition”?**

Eligibility of a ‘working device’ means:

- The device must turn on and off (when charged)
- The device casing must not have major damage
- The keys or buttons must work and not be missing from the device.
- The screen must be working and intact with no major cracks or chips.
- The touch screen (if applicable) must not be discoloured
- The battery must be included
- The device must not have physical or liquid damage (pink/red water indicator visible)
- There must be no customisation or non-original parts

**What is the definition of a mobile phone in “non working condition”?**

Eligibility of a ‘non working device’ means:

- The device has major damage to the casing
- The keys or buttons do not work
- The screen has major cracks or major chips
- The touch screen (if applicable) is cracked and discoloured

**Phones that are not eligible for trade in are classed as beyond economical repair (BER).**

Eligibility of a ‘BER device’ means:

- The device does not power on (even when connected to charge)
- The device has liquid damage (pink/red water indicator visible)
- The device is disassembled or has missing parts
- The device has been customised or has non-original parts

**2. Do you accept broken mobile phones?**

Yes. We pay a reduced amount for phones that are not working. Please review the working conditions criteria (good working condition; non working condition; beyond economical repair).

**3. What is liquid damage?**

Any liquid that gets inside your phone will cause serious permanent damage. Sometimes a phone will continue to work after liquid has got in but can stop working later. There are indicators on some phones alerting engineers to water damage,

typically there is a liquid sensitive sticker that turns red when it comes into contact with any liquid.

#### **4. How do I clear the data on my phone?**

Although all devices are different, most phones follow a similar path to clear the data. Just go into your general settings and restore the factory settings, which will wipe all data off the device.

#### **5. My phone is locked to one network, can I still send it?**

If your phone is locked to a network we will still offer you the valued price as long as your phone meets our “good working” conditions.

### **1.3 CUSTOMER DETAILS**

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#### **1. Why do you want my identification?**

Telstra Trade-in is operated under the Brightstar registered Second-Hand Dealer Licence and as part of this licence to operate, we are required by law to obtain proof of identity from every person attempting to sell goods to us. The proof of identity requirement is solely used for helping the police track down goods reported as lost or stolen.

#### **2. What forms of ID can I upload?**

You'll need to upload your proof of identity that shows; your full name, current address, photo, date of birth and your signature. Acceptable forms of ID are below:

- i. Current Australian passport;
- ii. Current Australian Driver's Licence or learner driver's permit;
- iii. Blind Citizen Card

#### **3. Will my identification details be shared?**

No, Brightstar will only use your ID to process your trade-in order. The proof of identity requirement is solely used for helping the police track down lost and stolen goods.

#### **4. How do I know when you have my phone?**

As soon as we have received your phone and inspected your provided identification documents, you'll receive an email confirming payment. Generally, we would expect this to be completed within 10 business days.

#### **5. Where is my device?**

Customer enquires about the status of your device contact the trade in team on 1300112011 (9am -5pm AEST weekdays only).

They will be able to check the status of your device, and advise when payment has been processed.

#### **6. I received an identification query email. What's this?**

If you receive this email, it means that we've had an issue accepting your evidence of identity and we have let you know why and how to re-submit your ID in the email.

#### **7. The account information I provided I just realized is incorrect, what do I do now?**

If you believe that the account information that was provided is incorrect, please contact the Trade-In team via email: [customercare@trade-in.telstra.com](mailto:customercare@trade-in.telstra.com) or 1300 112 011 (9am - 5pm AEST weekdays only) and provide the correct account information.

## **1.5 PAYMENT**

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### **1. What payment methods do you offer?**

We offer payment on your Telstra bill (after two payment cycles)

### **2. When will I receive payments?**

As soon as Brightstar has received your phone and inspected your ID, you'll receive an email confirming payment. We'll then apply the payment which should be visible by your second Telstra bill.

### **3. What happens if I haven't received payment?**

If the credit amount payment has not been applied to your Telstra bill after two Bill Cycles, contact the Trade-In team via email: [customercare@trade-in.telstra.com](mailto:customercare@trade-in.telstra.com) or 1300112011 (9am -5pm AEST weekdays only). We'll be able to check the status of your trade-in and let you know when the payment will be applied.

### **4. I no longer want bill payment- can I just have my device back?**

No. Once the trade-in of the device has been successfully completed and you have received a confirmation receipt for the payment to be applied to your Telstra bill it is not possible to reverse the transaction and get the device back. The Telstra trade-in program does not support customer change of mind.

### **5. I don't want to accept the revised quotation sent to me. What do I do now?**

Once you answer the five triage questions assessing the health of your device if you are happy with the price quoted you can proceed to the checkout.

When your device arrives back to Brightstar and inspected the quotation may change. Your quote will only change once your device has been inspected and your device does not meet the eligibility criteria of a "good working condition" device.

You will be notified of the change in price offered. If you are unhappy with the price offered contact the Trade-In team via email: [customercare@trade-in.telstra.com](mailto:customercare@trade-in.telstra.com) or 1300112011 (9am -5pm AEST weekdays only) or the self-service checkout on Telstra Trade In portal to arrange you device to be shipped back to you free of charge.

### **6. I no longer want bill payment- can I have cash back instead?**

No. Only the option of bill credit is available for trade-in of your device. Cash payments, PayPal and payment to bank accounts are no longer supported in the Telstra trade-in program. In Store Credit is available at your nearest Telstra Branded Store.

### **7. I did not receive the monetary value that I was originally quoted Online. Are you able to provide the right amount?**

Once you answer the five triage questions assessing the health of your device if you are happy with the price quoted you can proceed to the checkout.  
When your device arrives back to Brightstar and inspected the quotation may change.

If you believe that you have not received the correct credit value for your device please contact customer care via email: [customercare@trade-in.telstra.com](mailto:customercare@trade-in.telstra.com) or 1300 112 011 (9am -5pm AEST weekdays only).

## 2 SUPPORT

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**Customer enquiries:** Call the Trade-In customer service team on **1300 112 011**.

Available 9am-5pm Monday to Friday AEST. Calls are charged at your local rate, excluding mobiles where standard call rates apply.

**Customer email contact:** For queries relating to their Trade-In order or to request a copy of the Terms and Conditions or Privacy policy, email the Trade-In team at [customercare@trade-in.telstra.com](mailto:customercare@trade-in.telstra.com)