

How to Return Your Tablet

Step 1: Prepare Your Tablet

Please follow these instructions to prepare your tablet for repair and ensure a speedy return.

- Back up the contents of your tablet. All content will be erased as part of the claim process.
- Based on your operating system, clear the contents of your tablet by following the steps to the right.
- Remove ALL accessories and items attached to the device such as cases, memory cards, flash drives, USB devices, keyboards, chargers, and SIM cards.

All of your data and files will be deleted. If you send any accessories, we cannot guarantee they will be returned to you.

Step 2: Ship Your Tablet

- Pack your tablet in the box provided.
- Place the enclosed label on the box.
- Keep your tracking number to track your shipment at www.ups.com if necessary.
- Within 7 days, drop it off at your nearest UPS Store or UPS Drop Box. You can schedule a pick up from your location by calling 1-800-742-5877 (1-800-PICK-UPS).

Step 3: Receive Your Tablet

- You will get an email confirmation when we receive your device.
- To check the status of your claim, visit www.mydeviceprotection.com and click "Log On."



844-225-6335



www.mydeviceprotection.com



Android Tablets

For Damaged Devices:

1. Remove any password protection.
2. Disable any security applications.
3. Protect your privacy by clearing the content on your device.
Select Settings> Backup & reset (Privacy if using Android 2.3)> Factory data reset
4. Remove the SIM card.

For Devices That Are Not Working:

1. Press and hold the Volume Up key.
2. While holding the Volume Up key, press and hold the Power key.
3. Release both keys when the Recovery Booting message is displayed.
4. Press the Volume Down key to scroll to wipe data/factory reset.
5. With wipe data/factory reset highlighted, press the Power key.
6. Press the Volume Down key to scroll to Yes – delete all user data, and then press the Power key.
7. Once the wipe is complete, press the Power key to select reboot system now.
8. Remove the SIM card.

If these steps do not apply to your tablet, visit support.sprint.com/support for instructions specific to your make and model.

Apple iPads

For Damaged Devices:

1. Go to your settings, click on iCloud, and locate the "Find My iPad" field.
2. Click on "Find My iPad" and swipe the green bar from right to left to deactivate it. Enter Apple ID password and click "Turn Off."
3. Protect your privacy by clearing the content on your device.
Select Settings> General> Reset> Erase All Content and Settings>Erase iPad

For Devices that are Lost, Stolen, or Not Working:

1. Visit <https://www.icloud.com/#find>.
2. Enter your Apple ID and Password.
3. Click on "All Devices" in the top navigation bar.
4. Select the correct device on the drop down menu.
5. Click on the "Erase iPad" button and re-enter iCloud Password.
6. Remove the device from your iCloud account by selecting "Remove."