

### **WHAT IS TRADE-IN TRADE-UP?**

Trade-In Trade-Up is a programme that allows new and existing customers to bring in an old device and trade it in. In return for your Trade-In you will receive a discount on the monthly subscription fee of selected Trade-in Deals.

### **WHERE CAN I GET MY DEVICE TRADED IN?**

You can visit any Cell C Walk in centre or store.

### **HOW IS THE TRADE-IN VALUE CALCULATED ON A DEVICE?**

The Trade-In value is determined by the make, model, capacity and condition - provided that the device is one of those listed on the current Trade-In deals.

### **WHAT IS THE MAXIMUM NUMBER OF DEVICES THAT CAN BE TRADED IN?**

Only one device can be traded in per Trade-in deal that is being applied for.

### **CAN I TRADE-IN ANY DEVICE?**

No. Only the devices listed on the specific Trade-In deals can be traded in. The device must meet the Trade-In criteria to qualify and must not be blacklisted.

### **CAN I GET A DISCOUNT ON ANY DEAL?**

No. The Trade-In discount applies to specific Trade-In deals only.

### **CAN I USE THE TRADE-IN VALUE TOWARDS MY NEW 24 MONTH CONTRACT?**

Yes. The Trade-In value will be used to discount the monthly subscription fee of the selected Trade-In deal. Trade-In does not apply to all deals available through Cell C.

### **WHAT IF I TRADE-IN MY DEVICE TO BUY A NEW DEVICE, ONLY TO FIND OUT THAT THE NEW DEVICE IS NOT IN STOCK. CAN I GET MY PHONE BACK?**

No. It's important to ask about the stock availability of the new device you are purchasing. We advise that you provide for a backup phone, or alternatively first complete the transaction of ordering your new device, before trading in your existing phone.

### **MY PHONE IS NOT WORKING; CAN I STILL TRADE IT IN?**

No. The phone must be in working condition, specifically; it must switch on, there should be no cracks or damage to the screen and there should be no visible damage to the body of the device.

### **WHAT IF I RECENTLY RECEIVED A NEW PHONE ON CONTRACT, BUT I'M NOT HAPPY WITH THE PHONE. CAN I TRADE IT IN?**

Yes you can trade it in if it is a device specified on one of the Trade-In deals. The trade-in value will not be the same as the price of a brand new device. It is also important to note that in this case you are still liable for the initial contract you received your device on and will still need to pay the monthly subscription fee of that contract or cancel that contract and pay any applicable cancellation fee.

### **I BOOKED MY PHONE IN FOR REPAIRS, AND I DON'T HAVE INSURANCE. THE QUOTE TO REPAIR MY PHONE IS NOT WORTH MY WHILE. CAN I TRADE-IN MY PHONE?**

Yes you can trade it in if the phone meets the criteria to qualify and is one of the devices that qualify for a Trade-In deal.

### **ONCE I TRADE-IN MY DEVICE, WHAT CAN I USE THE VALUE FOR?**

The trade-in value will be used to discount the monthly subscription fee on specific Trade-In deals. There is no other way to use the Trade-In value.