



Epic Trade-In Terms and Conditions

1. Epic Communications Limited ('we'/'epic') is offering customers ('you') the opportunity to benefit from the Epic Trade-In ('Service'). These terms and conditions form an integral part of your agreement for the provision of the services. These terms are applicable as from 31st July 2023.

2. Epic Trade-In ('Service'):

- 2.1. The Service offers you the opportunity to trade-in your existing mobile device ('Trade-In Device') in exchange for a possible discount ('Trade-In discount') off of your next mobile or tablet purchase. The amount of the discount provided after the trade-in shall reflect the market value of your Trade-in Device.
- 2.2. You may benefit from this Service by coming to our stores and only if your Trade-In Device meets the requirements set out below.
- 2.3. This Service is offered and provided by Epic's third-party Trade-In vendor.
- 2.4. At Epic's Discretion, this Service cannot be taken in conjunction with any other promotional offers.
- 2.5. You are responsible for backing up and/or deleting all personal information and data on your Trade-In Device. Neither Epic nor vendor shall be liable for any potential loss or misuse of your data.
- 2.6. You are responsible for removing any SIM cards, E-Sims and memory cards from your Trade-In Device.
- 2.7. The Trade-In Device eligibility and valuation of the Trade-In Device are subject to our vendor's inspection.
- 2.8. At completion of this transaction, ownership of the Trade-In Device is transferred to Epic's third-party Trade-In Vendor.
- 2.9. The value of the Trade-In Device cannot be higher than the value of the new device.
- 2.10. You cannot Trade-In more than 1 phone at one go.
- 2.11. In exchange of your Trade-In, you can choose from Epic's available phones and tablets subject to a Trade-In Discount.
- 2.12. The Trade-In Discount cannot be exchanged for cash.
- 2.13. At the time of Trade-In, you must be the rightful owner of the Trade-In Device, as leased and/or stolen devices are not eligible for this Service.
- 2.14. In order to trade-in a mobile device which is subject to Epic's Device Financing Scheme, you must ensure that all outstanding balances have been settled.
- 2.15. The new device may be taken with Device Financing Scheme only if you subscribe to a pay monthly mobile plan offered by us.

3. Device Eligibility Requirements:

- 3.1 Your Trade-In Device must power on, hold a charge and not power off unexpectedly. If your Trade-In Device does not fully charge, if the battery runs hot while charging, or if it needs to be charged multiple times during the day, shall not satisfy the Device Eligibility Requirements.
- 3.2 Your Trade-In Device must have a functioning display with no black spots or pixilation of any kind;
- 3.3 Your Trade-In Device must have no damages that go beyond normal wear and tear.
- 3.4 Your Trade-In Device must not have multiple scratches or dents; evidence of water damage, cracked camera lens, corroded charging port. This is not an exhaustive list and every Trade-In Device is assessed on a case-by-case basis.
- 3.5 The Trade-In Device must have the device locator removed;
- 3.6 Your Trade-In Device must not be on a banned list or included in any police list of any kind or subject to an ongoing case or investigation;
- 3.7 Reactivation Lock, Google Factory Reset Protection, PIN Lock, or any other anti-theft locking software must be disabled on your Trade-In Device;
- 3.8 Before conducting the Trade-In, you must perform a factory reset on your Trade-In Device and remove all personal information.