

# THANK YOU FOR PURCHASING THIS PRODUCT

*IF YOU ENJOYED YOUR BUYING EXPERIENCE;*  
**PLEASE GIVE US A 5-STAR REVIEW ON YOUR RECENT ORDER!**



## ANY ORDER ISSUES OR TECHNICAL PROBLEMS?

**PLEASE CONTACT US FIRST!**

**PLEASE CONTACT US DIRECTLY TO ARRANGE ANY RETURNS  
CALL US AT (888) 396-1209 X716 OR EMAIL [RMA@EREPLACEMENTS.COM](mailto:RMA@EREPLACEMENTS.COM)  
(M-F 8AM-5PM CST)**

A free return label will be emailed to you if your product is defective.

Don't return to your retailer if you have issues.

Contact us for technical support and to set up exchanges.

## FOR ALL RETURNS

**You must erase all of your content which will remove any  
activation lock from iCloud. Failure to remove activation lock  
from this Apple Product will result in NO REFUND OR EXCHANGE.**

1. TO ERASE CONTENT GO TO: Settings > General > Reset > Erase All Content and Settings
2. Call us at (888) 396-1209 x716 or email: [rma@ereplacements.com](mailto:rma@ereplacements.com) (M-F 8am-5pm CST)
3. A return shipping label will be emailed to you.

# SETTING UP YOUR APPLE DEVICE

## APPLE DEVICE USING WIFI ONLY:

1. Make sure the Apple device is fully charged. (Use the charging block & USB cable provided)
2. Turn On your new Apple device by pressing and holding the Power button until you see the Apple logo.
3. Follow the Apple direction prompts to set up the new Apple device.

## APPLE DEVICE NEEDING NEW CARRIER SERVICE:

1. Make sure the Apple device is fully charged. (Use the charging block & USB cable provided)
2. Go to your wireless carrier company (Verizon, T-Mobile, AT&T, Sprint, etc.) to set up a plan and get a SIM card.
3. Turn On your new Apple device by pressing and holding the Power button until you see the Apple logo.
4. Follow the Apple direction prompts to set up the new Apple device.

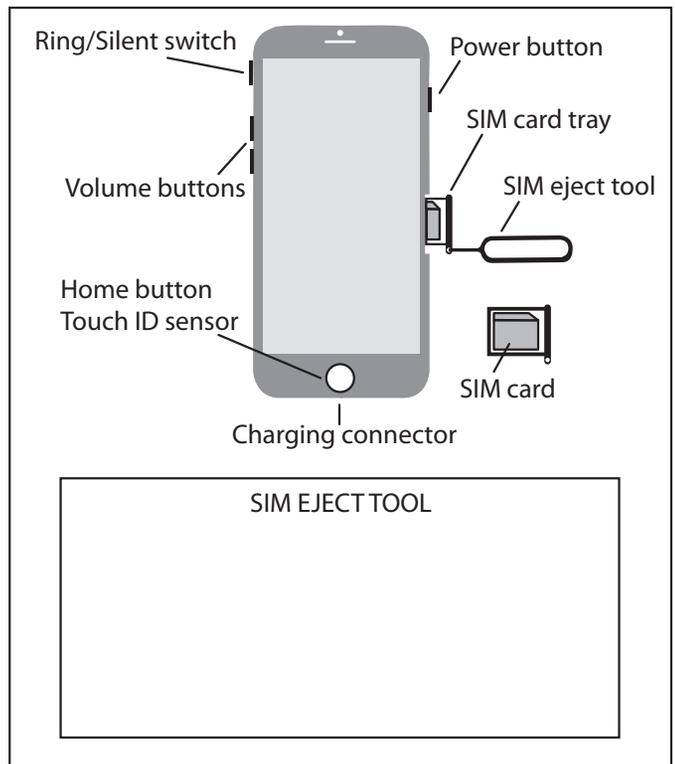
## APPLE DEVICE USING EXISTING CARRIER SERVICE:

### BACK UP YOUR OLD APPLE DEVICE:

1. Open Settings, Tap the Apple ID banner, Tap iCloud, Tap iCloud Backup, Tap Back Up Now.
2. Once the backup is finished. Turn Off your old Apple device. (Press and hold the Power button and either volume button until the slider appears. Drag the slider to turn your device completely off.)
3. From the right edge of the device, remove the SIM card tray. (Use the included SIM eject tool to unlock the tray by inserting it into the provided slot.)
4. Remove the SIM card from the SIM card tray. Set the SIM card aside. Re-insert the empty SIM card tray.

### SET UP YOUR NEW APPLE DEVICE:

1. Make sure the Apple device is fully charged. (Use the charging block & USB cable provided)
2. Turn Off your new Apple device. (Press and hold the Power button and either volume button until the slider appears. Drag the slider to turn your device completely off.)
3. From the right edge of the device, remove the SIM card tray. (Use the included SIM eject tool to unlock the tray by inserting it into the provided slot.)
4. Transfer the old SIM card to the new SIM card tray. Close the SIM card tray.
5. Turn On your new Apple device by pressing and holding the Power button again until you see the Apple logo.
6. Follow the Apple direction prompts to set up the new Apple device.



# TROUBLESHOOTING

Following are tips to help you fix the most common troubleshooting issues. If you continue to have issues after trying these fixes or you experience other issues, please **DO NOT** return the device to your retailer.

## NO POWER/DOES NOT HOLD A CHARGE

1. If you have another charging cable and block, please try those to ensure the cable or block is not defective. Make sure you can see the “charge” icon and the charging cable is plugged snugly into the charging block and charging port of the Apple device.
2. Be sure to charge the device overnight so it has a full charge.
3. Do a hard reset of the device by holding down the power button and home button at the same time for 8 seconds until you see the Apple logo appear.

## DOES NOT CONNECT TO CARRIER

1. Be sure that your carrier is compatible with the phone you purchased. If you purchased a “GSM unlocked” phone, your phone will only work with GSM carriers like AT&T, T-Mobile, Cricket Wireless, Metro PCS, etc. Verizon, Sprint, Boost Mobile, etc. are on the CDMA network and will only work with a FULLY unlocked phone and will not work on a GSM unlocked phone. A FULLY unlocked phone will work with both GSM and CDMA carriers. You can Google to check your specific carrier’s network.
2. Be sure your SIM card is inserted into your phone.
3. Make sure Wi-Fi is turned on. Go to: Settings > Wi-Fi > on Wi-Fi move button to green.
4. Make sure Cellular is turned on. Go to: Settings > Cellular > on Cellular Data move button to green.
5. Do a hard reset of the device by holding down the power button and home button at the same time for 8 seconds until you see the Apple logo appear.
6. Reset the Network Settings. Go to: Settings > General > Reset > Reset Network Settings.
7. See you carrier’s local retail store for assistance.

## SCREEN GLITCHES OR GOES BLACK

1. Do a hard reset of the device by holding down the power button and home button at the same time for 8 seconds until you see the Apple logo appear. You may have to do this several times to fix the glitch. Be sure to charge the device overnight so it has a full charge.

## PRODUCT IS OVERHEATING

1. Turn off your device. Let it cool down. Restarting your device will refresh the memory. Hold down power button and volume button at the same time, slide to power off.
2. Close all open Apps. Especially the gaming apps these take up a lot of memory. On home screen: Swipe up from bottom of the screen to see all open Apps, Swipe up on each App to close that App.
3. Turn off Apps. Apps that are on in the background will take up memory. Go to: Settings > General > Background App Refresh > turn off unused Apps in the list
4. Off-load or Delete Apps. You may have too many on your device that you do not want or use. Go to: Settings > General > iPhone or iPad Storage > click on App in the list > Off-load App or Delete App
5. Update Apps. Every App does get bug fixed and updates now and then, so updating them is essential. Go to: App Store > Click your account icon > Click on Apps that need updates
6. Use the correct charger. Using an incorrect charger may cause overcharging or undercharging which could result in overheating issues. Use the charger that your device came with.
7. Stay in the shade. Direct hot sunlight along with high outdoor temperatures may overheat your device. Use your device in the shade or inside to cool it down.

# YOUR FAVORITE APPS WILL WORK!

NETFLIX, FACEBOOK, INSTAGRAM, TWITTER, PRIME VIDEO, YOUTUBE,  
ZOOM, PHOTOSHOP, GOOGLE, TIK TOK, ETC.

**FOR IPAD 2, 3, 4, IPAD MINI 1, 2, IPAD AIR 1  
FOLLOW THESE INSTRUCTIONS TO DOWNLOAD THE APPS**

1. Download the newest app from the App Store to a **newer Apple device** first that is linked to your Apple ID account (iPhone 7 or iPad Air 2 or higher).
2. Use the same Apple ID account you will be using on this purchased iPad.
3. On this iPad you purchased, go to the App store and login to that Apple ID account.
4. Go to the Purchased Apps section.
5. Find the app desired and download.
6. It will ask you if you would like to download a compatible version. **CLICK DOWNLOAD.**

## LIMITED WARRANTY

Dear Customer,

Thank you for purchasing an eReplacements product. All of eReplacements products are manufactured or have been refurbished to the highest standards to deliver high quality performance and ease of use. At eReplacements, we believe in not only service but adding value to your purchase. This warranty has been designed to provide you with extra value and benefit to allow you to enjoy your device worry free.

WARRANTY SERVICE	
PRODUCT	WARRANTY COVERAGE
Refurbished Phones	1 Year Warranty
Refurbished Tablets	1 Year Warranty

### HOW TO FILE A CLAIM?

If you want to exchange or return this product, please email us:

**RMA@EREPLACEMENTS.COM**

Please include the following information:

### PROOF OF PURCHASE, REASON FOR RETURN, CREDIT OR REPLACEMENT

Please note that purchase receipt is necessary for warranty verification should the product require repair or replacement.

**Within 30 days of Purchase** - contact the store or reseller you bought the product from.

**After 30 days of purchase** - contact eReplacements below

### EREPLACEMENTS

email: [rma@ereplacements.com](mailto:rma@ereplacements.com)

Operating Hours: Mondays-Fridays 9am-5pm PST (Closed on Saturdays, Sundays and Public Holidays)

### LIMITED WARRANTY:

- eReplacements, LLC ("eReplacements") hereby guarantees to the original retail purchaser ("Consumer" or "You") that its Refurbished Phones, Refurbished Tablets ("Product") are free from defects in material, design and workmanship under normal use and in accordance with the operating instructions pursuant to the following terms and conditions.
- The limited warranty period covers one (1) year for Refurbished Phones, Refurbished Tablets from the date of purchase as documented by a valid proof of purchase – i.e. Official Receipt, Original Invoice, Certificate of Purchase or any similar valid documents indicating clearly the following information: Dealer's name/stamp, date of purchase, product serial number, and eReplacements part number. Non-compliance of the required proof of purchase may delay and void the application of the limited warranty.
- During the limited warranty period, eReplacements will repair or replace without charge the defective Product inclusive of labor and parts and restore the unit to its optimum working condition.
- If you need to return your device for repair please make sure to backup your device before returning it.
- If you wish to return the iPhone or iPad, you must erase all of your content which will remove any activation lock from iCloud. Failure to remove activation lock from the iPad will result in no refund or exchange. To erase content go to: Settings > General > Reset > Erase All Content and Settings.
- This limited warranty does not cover:
  - Software or additional hardware purchased elsewhere
  - Consumable parts, such as batteries or toner cartridges that are designed to diminish over time, unless failure has occurred due to a defect in materials or workmanship
  - Cosmetic damage, including but not limited to scratches, dents and broken plastic
  - Damage caused by accident, abuse, misuse, liquid contact, fire, earthquake or other external cause
  - Defects caused by normal wear and tear or otherwise due to the normal aging of the Product
  - If any serial number has been removed or defaced from the Product
  - Product that has been damaged due to installation, repairs, alteration, or modification by unauthorized service organizations or persons.
- eReplacements obligations under Clause 1 are limited to the repair and/or replacement of defective Product. Except as set forth above, there are no other express or implied warranties, conditions or other terms implied by statute or common law (including any warranty of satisfactory quality, merchantability or fitness for a particular purpose) are excluded to the fullest extent permitted by law. In so far as these warranties cannot be disclaimed, eReplacements limits the duration and remedies of such warranties to the duration of this limited warranty and, at eReplacements' option, the repair or replacement services described above.

Unless otherwise indicated, eReplacements total liability for damages relating to or arising out of the purchase or use of the Product regardless of the type or cause of such damage of the form of characterization of the claim asserted (e.g. contract or tort) shall not exceed the original purchase price paid for the Product.

However, in no event shall eReplacements, eReplacements authorized distributors and resellers be liable for any punitive, special incidental, indirect or consequential losses or damages whatsoever (including without limitation, damages for lost revenue, business, profits, goodwill or contracts, business interruptions, loss of business information or any other pecuniary loss), whether or not eReplacements has been advised of the possibility of such damages. These limitations shall apply notwithstanding the failure of the essential purpose of any limited warranty. This limited warranty does not affect the Consumer's statutory rights under law.

No distributor, retailer, agent, dealer or employee thereof is authorized to make modifications to this limited warranty and you should not rely on any such representation. eReplacements reserves the right to amend the terms and conditions if necessary.