

Three Business Trade-In Terms & Conditions

Three UK's 'Trade-In' is Hutchison 3G UK Limited's ("Three") device trade in programme. Three's Trade-In is operated and administered for Three by Ingram Micro Services Ltd.

By registering and placing an order with Three using Trade-In, Customer is accepting and agreeing to be bound by these terms and conditions. Customer is also providing confirmation and acknowledgement that **Customer is entering into a contract with Ingram Micro Services Ltd.**

This service is intended for the trade in of the following devices:

- Mobile handsets
- Tablets
- Cellular smart watches

To find out whether your device can be traded in please go to [three.co.uk](https://www.three.co.uk).

Customer requirements

By registering with Three Trade-In and sending a device, Customer warrants that:

- the device(s) comply with these terms;
- Customer is a resident in the United Kingdom;
- Customer is legally capable of entering into a binding contract; and
- Customer is at least 18 years old; or if under 18 years of age, Customer has obtained parent or guardian's consent to sell their device to us for the sum indicated via Three Trade-In.

As far as allowed by the law, Customer releases us of any liabilities or claims arising out of any breach by Customer of the above warranties.

Customer's statutory rights are not affected by this contract.

Customer is responsible for cancelling any airtime contract linked to each device. We are not responsible for any call costs arising before, or after, receipt of your device or arising from any other circumstances whatsoever.

SIM cards must be removed prior to sending us your device. Any SIM cards not removed and received by us will be destroyed and so cannot be returned. We accept no liability in the event that Customer incurs charges linked to any device that has been sent with its SIM card.

Customer must remove all personal data from devices prior to sending them to Three Trade-In. This includes but is not limited to all personal details, SMS, photos, videos, games, music or other data. Three Trade-In will not accept responsibility for the security, protection, confidentiality or use of such data. We will not return any data that is stored on a device that is sent to us. By sending your device to us Customer agrees, as far as allowed by the law, to release us from all and any losses, claims or damages with respect to the data enclosed or stored therein or on any media used in conjunction with the device.

For instructions on how to delete data from your device please see recycle.three.co.uk

Sending your device

Before sending us your handset to trade-in, Customer must make note of the IMEI/serial number. This is to ensure that we are able to identify your device in the unlikely event there is a problem with your order. Your IMEI number may be printed on the back of your device or can be found by typing `*#06#` into the keypad of your handset. When sending in any other device, Customer must make note of your serial number which will be located in your settings menu, on the device or any packaging that it came in. To find out more about locating your IMEI/serial number please visit [Trade in | Three](#)

Trade-In at a Three Store

If Customer submits the device for trade-in at a retail store, we will not be able to return that device to the Customer under any circumstances. If Customer submits their device for trade-in after visiting the store (by sending it to Ingram Micro Services Ltd yourself), once they have assessed the device, Customer will be given the opportunity to retrieve their device if Customer decides not to proceed with the trade-in. Once Customer agrees to proceed with the trade-in, we will no longer be able to return your device. See 'Payments' below for more information.

If Customer received a monetary incentive (e.g. £100 bank transfer or a credit note to spend in store) as part of your contract, and Customer decides to return their new device within 14 days of receipt, Customer will be required to pay back the amount of the cash incentive or return/pay for the goods purchased with a credit note before Three can process the exchange or refund. Alternatively, the amount of the cash incentive will be deducted from any amounts refunded to the Customer or we will apply a charge equal to the incentive value to your Three mobile bill. For example,

if Customer received a £200 payment towards your Trade-In from Three and decide to cancel your Trade-In, Three will apply a £200 charge to your Three mobile bill.

Your device

Each device Customer sends to Three Trade-In should match the make and model stated when registering and placing your order and should meet the following conditions:

- The device must turn on and off.
- The device must be fully functional and complete.
- The screen must be working and intact.
- The battery must be included.
- The device must not be crushed or liquid-damaged.
- The device must be original and meet the manufacturer's original specifications.
- The device must not be modified in any way.

Important – Customer must do a factory reset of your device, remove any tracking or locking mechanisms (for example, find my iPhone) on the device and remove any PIN or password on any of your devices, before sending. If Customer fails to do this, we cannot process your Trade-In device.

The price Customer receives will be dependent on the condition of the device. By way of a guide as to the price Customer will receive, please see Annex A at the bottom of these terms and conditions.

Additional information regarding your device

- Any stolen, blocked, counterfeit, black listed or fake devices returned will be held by us, not returned to Customer and will be reported to the police without reference or notice to Customer. No payment will be made.
- Any devices that are sent to us and do not have a value will be recycled in line with waste electrical and electronic equipment (WEEE) Regulations.

Payments

- When we receive your device, we will check that it is in a condition that meets these terms and conditions. Providing it does, we will assess the condition of the device, assign a condition grading (in line with the pricing guide in Annex A below) and, assuming our condition grading matches the original quote and the quote has not expired we will make a payment equivalent to the final Trade-In value by your chosen method, either by:
 - a) Bank transfer – sending the payment to your nominated bank account within 5 working days, or
 - b) Retail store credit - if Customer opted to receive a credit to use in-store we will reconcile the credit with the Trade-In value and pay any balance left by bank transfer as above.
- If your payment date falls on a weekend or public holiday, payment will be made on the next working day.
- Payment can only be made to the name, address and details provided during the order process.
- If Customer receives a reduced price, because your quote has expired and new pricing now applies and/or following inspection of the device its condition does not match what Customer told us during the order process (and a further reduction is made in line with the pricing guide in Annex A below), we will give you 48 hours to reject the new value to have your device returned free of charge. If we haven't heard from the Customer after 48 hours, we will process your order for payment at the reduced value.

Postage

- We recommend sending all items via the Post Office and high value items by registered post (Royal Mail Special Delivery). Customer can either print a pre-paid Royal Mail label at home or request for a Three Trade-In jiffy bag.
- We do not accept responsibility for any non-delivery of devices or any damage in transit. To avoid any damage during transit devices must be packaged adequately using protective wrapping.
- Ensure that the label is securely fastened to the parcel and the barcode is not obscured by tape. The Post Office receipt must be retained as proof of sending.
- In order to make any claim against Royal Mail for a device lost or damaged in transit, Customer must retain your Post Office receipt and your device IMEI or serial number.
- There are Royal Mail guidelines regarding the shipping of products containing lithium batteries. For more information on this, please see; https://personal.help.royalmail.com/app/answers/detail/a_id/9

[6/~-/prohibited-and-restricted-items---advice-for-personal-customers](#)

Your device should be sent to us at: Ingram Micro Communications House, Vulcan Road North, Norwich, NR6 6AQ.

Pricing

- Prices offered via Three Trade-In are subject to change at any time without notice.
- Before your order is placed, Customer can save their basket and return to it within 7 days to complete the order with the Trade-In value as shown. If Customer returns to continue with their purchase journey after 7 days, your Trade-In device will need to be regraded, and a new value may be assigned to it.
- Unless we tell Customer otherwise, when your order has been placed, the price quoted is guaranteed for 14 days. If your device is received more than 14 days after the order placed date, then the Three Trade-In price applicable at that time shall apply.
- If the condition of the device received differs to the condition Customer confirmed to us, the device will be regraded, and a new quote will then be provided based on the device received. Please see the 'Payments' section above for more details.
- If the device received differs to the device registered, the order will be processed based on the device received, not the device registered. A new quote will then be provided based on the device received.
- We will have the final decision on all device values.

Miscellaneous

- We reserve the right to reject any device sent where these terms and conditions have been breached.
- We reserve the right entirely at our discretion to reject large volume repeat orders.
- Customer must own the device(s) that Customer sends to us in their entirety.
- Ownership of the device will pass to us when we receive the device and we have dispatched payment to Customer in any format.
- The contract between Customer and us is binding on the Customer and us and on our respective successors and assigns.

We may transfer, assign, charge, sub-contract or otherwise dispose of a contract, or any of our rights or obligations arising under it, at any time during the term of the contract. Customer may not transfer any obligation within these terms and conditions to any other person, without our prior written consent.

Cancellation

Customer may cancel the contract with us within 14 days of receiving your new device ("cooling-off period"), providing:

- the contract was negotiated and concluded exclusively by means of distance communication (including, but not limited to, telephone or online sales).
-

To cancel the Trade-In agreement Customer must notify us in writing. If Customer cancels within the cooling-off period, but after Customer has sent us their Trade-In device and accepted the value, Customer accepts they will not receive their Traded In device back. Instead, we will provide Customer with a cash value for your Trade-In device and send this via bank transfer.

Events outside of our control

We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under a contract that is caused by events outside our reasonable control or due to our compliance with any applicable laws or regulations.

Data Protection

Ingram Micro Services Ltd shall be the data controller in relation to any data collected and processed in relation to the Three Trade-In program. Your personal details will at all times be processed in accordance with the Ingram Micro Services Ltd Privacy Policy, which can be found here: <http://corp.ingrammicro.com/privacy-statement.aspx>

Annex A – Device Grading

Grading mobiles and tablets

We recommend that Customer uses our grading tool to obtain a price before Customer sends in their device.

No device is ever the same so grading varies from model to model, depending on the damage and condition. To give Customer an idea of the types of issues which may affect our valuation, please have a look at our table below.

Price Reduction - 50%

- Cracked, customised or missing front or back covers
- Missing or faulty buttons
- Water damaged but the device is still fully functional

Price Reduction - 80%

- Screen damage (cracked or smashed screen, LCD/pixel damage, display issues)
- Heavy damage to device
- Faulty main menu or home button
- Software faults/device does not connect to a computer

Price Reduction - 100%

- Blocked, stolen or fake items
- Doesn't power on or off or accept a charge
- Locked to iCloud or other activation locks

Grading cellular smart watches

Grading cellular smart watches is more complex and requires the smart watch to be working (fully functional) and fully intact cosmetically. We advise Customers to answer our grading questions to obtain a more detailed valuation for your smart watch before sending it in to Three Trade-In.

Fully working – your smart watch is in fully working condition. We will test all functions. Some slight markings on the casing will be acceptable. For watches, your original watch strap must also be sent back to be eligible for the full value.

Non-working – this may include dents and other visible damage; scratching to the screen; functional damage; software faults (e.g. a faulty home button).

In some cases, depending on the value and condition of your smart watch, we will be unable to offer any payment. To give the Customer an idea of

the types of issues which may affect our valuation, please have a look at our table below.

Price Reduction 0%

- Fully working + “As new” to light cosmetic wear and tear on the device

Price Reduction - 50%

- Missing the original strap

Price Reduction - 95%

- Screen damage (cracked or smashed screen, LCD/pixel damage, display issues)
- Heavy damage
- Software faults

Price Reduction - 100%

- Blocked, stolen or fake items
- Doesn't power on or off or accept a charge
- Locked to iCloud or other activation locks