

## How damage will impact your Swap price

- We work out your Swap price based on when you Swap and the condition of your phone when you send it back.
- When you come to Swap, we'll ask you the following questions about the condition of your phone. Your answers will help determine your Swap price.
- If you tell us there's any damage, the Swap price will be reduced according to the damage reduction percentages below.
- When we get your phone back, we'll check the condition and contact you if there's any damage you haven't told us about.
- If reductions apply for more than one question, the highest overall reduction will apply.
- For example, if you answer one question and it's a 75% reduction and you answer a second question and it's a 50% reduction your Swap price will be reduced by 75%.
- If your phone is linked to iCloud, 'Find my iPhone' or under 'Activation lock' your phone will have no Swap value (100% reduction percentage). **We strongly recommend you remove or log out of these features before you return your phone.**

1. Is your phone fully functional? (Select one option)	Reduction
Yes, everything works as it should	0%
Yes, it works but some of the buttons are missing or broken	50%
No, the main menu/power button is faulty	75%
No, it has software/hardware faults (can't connect to a computer)	75%

2. Does your phone have any obvious damage? (Select one option)	Reduction
No, it's perfect (general wear and tear is okay)	0%

Yes, (casing cracks, missing/broken or customised covers or buttons)	50%
Yes, the screen is damaged (cracked, smashed, LCD or pixel damage)	75%
Yes, there is heavy damage to the device	75%

<b>3. Is your phone water damaged?</b> (Select one option)	<b>Reduction</b>
No	0%
Yes, but it's still fully functional	50%