

Posting Instructions

Follow these steps to send
your old phone back to us



sky mobile

If you've chosen to **swap** your old phone, follow the steps below to send your old phone back to us.
You'll need to send it back by the date we gave you, which you can find at sky.com/mobileswap

If you miss this date, you can still swap, but the value of your phone will reduce.



Prep it

Before you send your old phone back to us:

1. Back up and restore your personal data to your new phone
2. Remove your iCloud or Google account
3. Remove your passcode, SIM and any accessories

! We can't accept your phone if it's locked to your passcode or iCloud account.



Pack it

Packing your phone:

1. Pop your phone in the cardboard packaging
2. Wrap it up carefully
3. Seal it inside the bag we sent you - we'll know it's your phone, by the unique label on this bag



Post it

Take the package to your local Post Office*

Choose your postage option:

Pre-paid packaging (provided)	Royal Mail Special Delivery (recommended)
Free Insures up to £100	£7.25 Insures up to £500

! Keep your proof of postage



Track it

Track your package and keep up to date with the progress of your swap in sky.com/mobileswap

What happens next?

Once we've got your old phone, we'll check it over and get in touch to confirm the value. Your swap will be complete in one working day.

For help and a full set of instructions, go to sky.com/swaphelp



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