






Say hello to your replacement device



Your replacement device is inside. To save you time, it's already been registered on your Tech Pack Insurance Account.

Set up and activate your device today

If your replacement is a mobile phone, follow these simple steps to get up and running today.

-  **1. Charge** Plug the device in and charge it fully.
-  **2. Uncover** If there's protective plastic on it, remove it before going any further.
-  **3. Put in your SIM** If your device was lost or stolen, please call your network provider to obtain a new SIM. You cannot make calls without a SIM.
-  **4. Turn it on** Press and hold the power button for five (5) seconds to turn the device on.
-  **5. Set it up** Follow the on-screen instructions. If there's a software update, connect to Wi-Fi to download it.

About your replacement device

If you notice any physical defects, please call us within 72 hours of delivery on 0345 528 0182. This device also comes with a 24-month warranty. If you experience any malfunctions during the warranty period, file a warranty claim via the Tech Pack Insurance app, online at techpackinsurance.co.uk or by calling the number above. We'll help you get back up and running as quickly as possible.

Questions?

If you've any problems getting started with your new device or have questions about your claim, call us on 0345 528 0182.