

Trade-In Program Terms and Conditions

1. DEFINITIONS & ACCEPTANCE

1.1. For the purpose of these terms and conditions ("**Terms and Conditions**"):

1.1.1. "**Asurion**" shall mean NEW Asurion Singapore Pte. Ltd. and/or its subcontractor(s);

1.1.2. "**Business Day**" shall mean a day (other than a Saturday, Sunday or public holiday) on which commercial banks are open for business in Singapore;

1.1.3. "**Courier**" shall have the meaning ascribed to it in paragraph 2.2;

1.1.4. "**Customer**" / "**You / Your**" shall mean the customer who has successfully submitted an order to Asurion for the Trade-In Services (defined below) and such order has been confirmed by Asurion;

1.1.5. "**Device / Devices**" shall mean smartphones and tablets with a valid IMEI and/or unique serial number that are eligible for the Trade-In Services as listed on the Trade-In Portal, in each case as determined and approved by StarHub and/or Asurion in their sole discretion. This list of eligible Devices may be updated from time to time. For the avoidance of doubt, the eligible Devices shall exclude Device Accessories;

1.1.6. "**Device Accessories**" shall mean anything that is either provided by the OEM with a Device or sold separately to be used in conjunction with a Device. They include batteries, SIM cards, memory cards, chargers, ear buds, boxes, cases, cables, styli, mounts and docking stations;

1.1.7. "**Final Quotation**" shall have the meaning ascribed to it in paragraph 2.6;

1.1.8. "**Initial Quotation**" shall mean the initial trade-in price quotation in respect of the Device that is offered by Asurion via the Trade-In Portal, and is determined by Asurion in its sole discretion;

1.1.9. "**OEM**" shall mean the original manufacturer of the Device;

1.1.10. "**Bonus Cashback**" shall have the meaning ascribed to it in paragraph 2.8;

1.1.11. "**PayNow Number**" shall mean the mobile phone number registered under the PayNow service in Singapore, through which the recipient can receive funds via a participating bank or financial institution;

1.1.12. "**Proxy**" shall have the meaning ascribed to it in paragraph 2.3;

1.1.13. "**StarHub**" shall mean StarHub Mobile Pte Ltd;

1.1.14. "**Trade-In Confirmation Email**" shall have the meaning ascribed to it in paragraph 2.3;

1.1.15. "**Trade-In Portal**" shall mean an online web portal which may be displayed at starhubtradein.asurion.com or such other website that StarHub and/or Asurion may designate from time to time;

1.1.16. **"Trade-In Price"** shall mean the final trade-in price in respect of the Device that is offered by Asurion, as determined by Asurion in its sole discretion;

1.1.17. **"Trade-In Receipt"** shall have the meaning ascribed to it in paragraph 2.10; and

1.1.18. **"Trade-In Services"** shall mean the services offered by Asurion to the Customer for the trade-in and sale of the Customer's Devices to Asurion.

1.2. These Terms and Conditions set out the agreement between you and Asurion in relation to the Trade-In Services. You acknowledge that you have read and fully understood these Terms and Conditions, and that your placement of your order for the Trade-In Services constitutes acceptance to be bound by these Terms and Conditions as may be amended from time to time.

2. TRADE-IN PROCESS

2.1. The Trade-In Services are made available via the Trade-In Portal. You shall declare your Device's condition and answer all prompts accurately in all respects, based on the questionnaire set by Asurion to obtain the Initial Quotation. Neither StarHub nor Asurion shall be responsible for failure of payment due to inaccurate or incomplete details provided by you.

2.2. Following your placement of an order for the Trade-In Services ("**Trade-In Request**"), and subject to its acceptance by Asurion, Asurion will indicate on the Trade-in Portal the timeslot(s) during which (a) personnel from a third-party logistics services provider ("**Courier**") will collect your Device ("**Collection**"); or (b) you may drop off your Device at such location designated by Asurion ("**Drop-off**"). If you opt for the Collection of your Device, you will be charged an additional fee per Collection, which shall be offset against Trade-in Price.

2.3. Asurion's acceptance of your Trade-In Request will be confirmed via email (the "**Trade-In Confirmation Email**"). You are required to present the Trade-In Confirmation Email during Collection or Drop-off (whichever is applicable). In the event that you designate a third party (the "**Proxy**") to attend Collection or Drop-off on your behalf:

2.3.1. the Proxy must present the Trade-In Confirmation Email during Collection or Drop-off (whichever is applicable);

2.3.2. Asurion may assume the Proxy has been duly authorised by you to attend Collection or Drop-off on your behalf;

2.3.3. Asurion shall be entitled to collect and record such information (including the Proxy's personal information) determined in its sole discretion to be necessary in connection with the Trade-In Services;

2.3.4. you shall be responsible for ensuring that the Proxy cooperates with the processes set out in these Terms and Conditions;

2.3.5. you shall be bound by the Proxy's acceptance or rejection of the Final Quotation. In the event your Proxy rejects the Final Quotation, you may be charged an additional fee for arranging a new timeslot for Collection and/or provided a new Initial Quotation which may be lower than the Initial Quotation provided following your prior Trade-In Request; and

2.3.6. Asurion shall not be liable for any damage or losses incurred by you in connection with the Proxy's attendance at Collection or Drop-off.

- 2.4. In order for your Initial Quotation to be valid, you must arrange for the Collection or Drop-off of your Device within 7 days of Asurion's acceptance of your Trade-In Request. If you fail to do so, your Trade-In Request and Initial Quotation will expire, and you will need to re-submit a Trade-In request to obtain a new Initial Quotation.
- 2.5. Prior to collection of your Device by the Courier or Drop-off of your Device, you will be required to:
- 2.5.1. disable all activation and device locking features (such as 'Find My iPhone' or any other such features like device pairing);
 - 2.5.2. wipe all data from your Device;
 - 2.5.3. sign out of all accounts on your Device; and
 - 2.5.4. perform a factory reset on your Device.
- 2.6. When you drop off the Device with Asurion or during the Collection of your Device, Asurion or the Courier (whichever is applicable) will perform checks on your Device and assess its condition, according to criteria determined by Asurion in its sole discretion. If Asurion or the Courier determines in its sole discretion that the Device has been reported as lost or stolen with the Singapore Police, undergone any modifications or non-original build set-up unauthorized by the original equipment manufacturer, cannot be powered on, cannot be charged via the charging port, or has any liquid damage, your Trade-In Request will be cancelled, and Asurion will not complete the Trade-In Services.
- 2.7. Following such checks and assessments, Asurion will re-assess the Initial Quotation and provide you with the Trade-in Price for your Device, which could either be the same price as the Initial Quotation, or a newly quoted price (the "**Final Quotation**").
- 2.8. At Asurion's sole discretion, you may be offered an additional trade-in fee on top of the Trade-In Price ("**Bonus Cashback**") if you have purchased a new Device from StarHub. To be eligible for this Bonus Cashback, you must provide proof of purchase of your Device from StarHub which clearly sets out the make, model and IMEI of your purchased Device via the Trade-In Portal.
- 2.9. Asurion or the Courier (whichever is applicable) shall inform you of the Final Quotation, and you may either accept or reject the Final Quotation.
- 2.10. Asurion will generate and provide a receipt (the "**Trade-In Receipt**") containing details of the transaction, including details of the Device, the condition of the Device and such PayNow Number designated by you for payment of the Trade-In Price. You agree that title to the Device shall pass to Asurion once you accept the Final Quotation.
- 2.11. If you do not accept the Final Quotation and/or the Device is locked, the Device will be returned to you.
- 2.12. Within two (2) Business Days from your acceptance of the Final Quote during Drop-Off or Collection, Asurion shall make payment of the Final Quotation via PayNow to the relevant bank account associated with the PayNow Number indicated in the Trade-In Receipt or any other payment method as specified by Asurion from time to time.

3. **OTHER TERMS AND CONDITIONS**

- 3.1. By using the Trade-In Services, you acknowledge that you have read and understood the Terms and Conditions and agree to be bound by the same.
- 3.2. You shall ensure that all information including but not limited to your data related to your Devices and personal information provided to Asurion for Asurion to conduct the Trade-In Services is accurate, complete and not misleading, and you shall not impersonate any other person.
- 3.3. Payment for the eligible trade-in Devices shall be made via PayNow to the PayNow Number provided by you or any other payment method as specified by Asurion from time to time. You are solely responsible for ensuring the accuracy of the PayNow Number or payment information submitted. Neither StarHub nor Asurion shall be liable for any loss, delay, or non-receipt of payment arising from your provision of an incorrect, outdated, or otherwise invalid PayNow Number or payment information.
- 3.4. Asurion reserves the right to (a) reject your order for the Trade-In Services; (b) refuse to purchase any or all items / Devices in your order for the Trade-In Services; and/or (c) limit the number of its purchases, at its sole discretion, without having to assign any reasons thereto.
- 3.5. You represent that you are the sole legal owner of the Device, and that all Devices provided to Asurion in connection with the Trade-In Services shall (a) comply with all requirements stipulated by StarHub and/or Asurion and (b) be free from any liens or encumbrances.
- 3.6. All logos, trade marks, texts, graphics, button icons, images, digital downloads, data compilations and software used in connection with the Trade-In Services are and shall remain the exclusive property of StarHub or Asurion (as applicable).
- 3.7. By using the Trade-In Services and providing your contact details including phone number, you hereby grant each of StarHub and Asurion the permission for the use of text messages, pre-recorded voice and/or automatic telephone dialling systems to contact you and/or deliver StarHub's and/or Asurion's information, offers or announcements.
- 3.8. You agree that the ownership of and any rights and title to the Device shall be transferred to Asurion upon your acceptance of the Final Quotation. Asurion is deemed to have discharged its obligations under the Trade-In Services once payment of the Final Quotation is made to you (provided that the Device is not a blacklisted, lost or stolen device as further detailed below).
- 3.9. The Initial Quotation and Final Quotation provided in respect of a Device may be subject to changes due to various reasons including but not limited to the actual condition of the Device. In particular, if the details or actual condition of your Device do not match the make, model, condition or other information provided by you on the Trade-In Portal, Asurion will revalue and provide a Final Quotation for the Device. Asurion's assessment of your Device condition shall be final and conclusive.
- 3.10. Any remaining data stored or contained in your Device (whether in the form of personal details, SMS, photos, games, songs or other data) will be erased by Asurion. You shall be responsible for any data stored in the Device and shall not hold StarHub and/or Asurion responsible or liable for any data left in the Device or any loss, misappropriation or damage to any data or information left therein.

- 3.11. These Terms and Conditions may be changed or updated by Asurion from time to time at its sole discretion by posting a revised version on StarHub and/or Asurion's website and/or app. Your continued use of the Trade-In Services shall be deemed as your agreement to the revised Terms and Conditions and Asurion shall not be held liable for any damages or losses incurred by you therefrom. Each order for the Trade-In Services shall be governed by these Terms and Conditions at that applicable time.
- 3.12. You shall indemnify and release Asurion and/or StarHub from any claims, losses or damages that may arise out of or in connection with your access and use of the Trade-In Services, including any claims related to the ownership of the Device and any data stored therein.
- 3.13. You shall waive all claims, losses, costs and expenses in relation to your Device once it has been collected by Asurion or the Courier (whichever is applicable).
- 3.14. Asurion may validate the IMEI/ serial number of your Device with the Singapore Police Force at any time in connection with its provision of the Trade-In Services. In the event that your Device is found to be a blacklisted, lost or stolen device:
- 3.14.1. Asurion may (a) deliver the Device and your personal details to the relevant authority(ies) and (b) withhold payment of the Final Quotation without any recourse to you; and
- 3.14.2. you shall comply with the indemnity provision above.
- 3.15. The Trade-In Services and Terms and Conditions are governed by the laws of Singapore, and any disputes arising therefrom shall be referred to the courts of Singapore.
- 3.16. Asurion may immediately terminate the Trade-In Services to you at any time if StarHub and/or Asurion believes (a) you are using the Trade-In Services in a way that may adversely affect the reputation of StarHub and/or Asurion; (b) you are using the Trade-In Services in a manner which may be fraudulent, illegal or relate to any criminal activity; (c) you have breached or are likely to breach these Terms and Conditions; or (d) you have provided StarHub and/or Asurion with inaccurate, false or incomplete information.
- 3.17. Your use of the Trade-In Services is subject to the terms of use and privacy policy of Asurion which can be found at [Privacy-Policy.pdf](#).