Trade-In Device Assessment Guide

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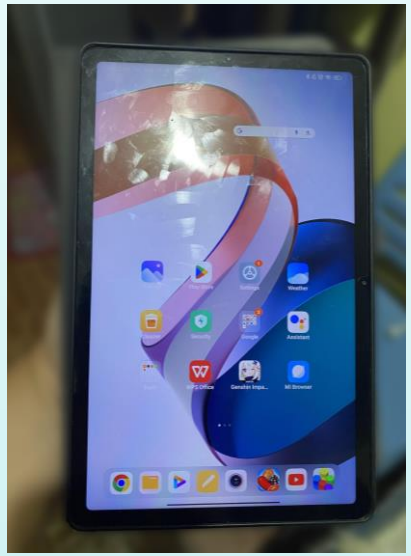
Is the device able to be switched on and is the touchscreen functional?

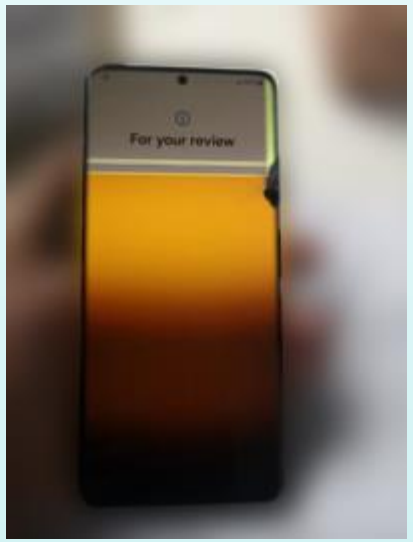
Provided by bolttech

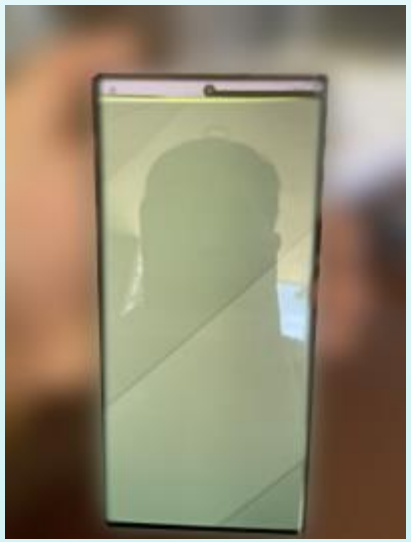
Press the power button to see if the device turns on and displays the home screen/lock screen > Select "YES" if it can be switched on AND if the touchscreen is functional. Select "NO" if it cannot be turned on OR if the touchscreen is not functional

ACCEPTED



NOT ACCEPTED





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Are there any cracks or deep scratches on phone screen?

Provided by bolttech

Select "YES" if your phone screen has any cracks or deep scratches. Select "NO" if your phone screen does not have any cracks or deep scratches

Note: Screen protector must be removed

Cracked

Heavy scratches

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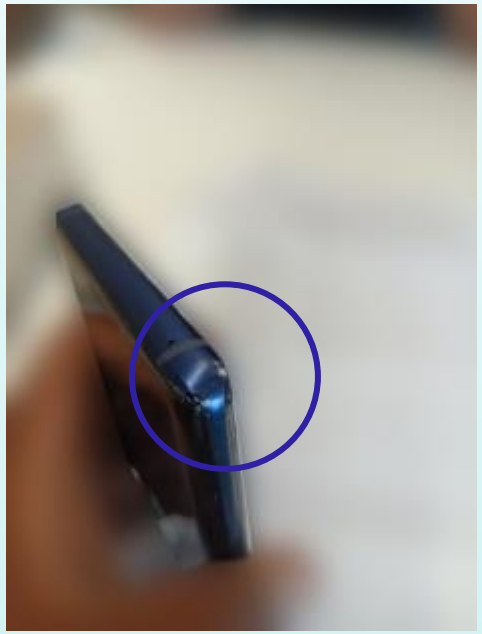
Are there any dents, cracks or deep scratches on your phone's sides and back cover?

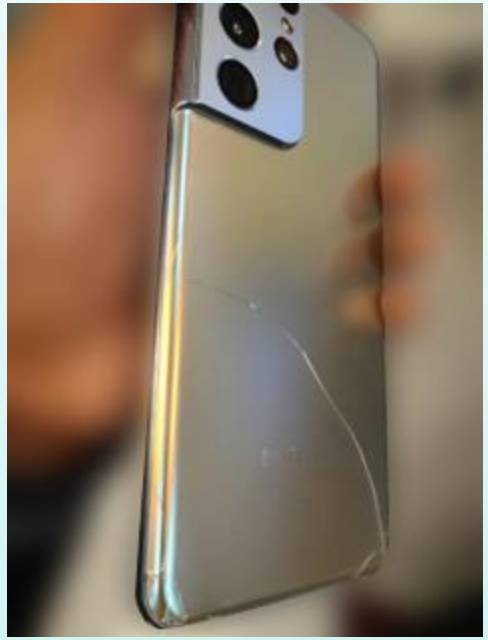
Provided by bolttech

Select "YES" if your phone has any dents, cracks or deep scratches on its sides and back cover. Select "NO" if your phone does not have any dents, cracks or deep scratches on its sides and back cover

Lifted Back Cover



Dent



Cracked

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Does the device have screen burn or dead pixel?

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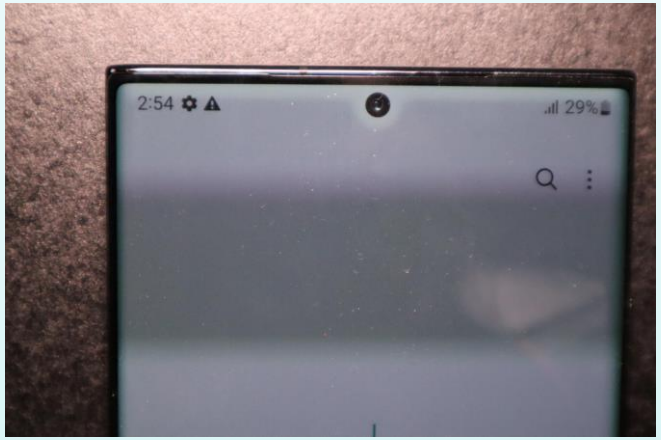
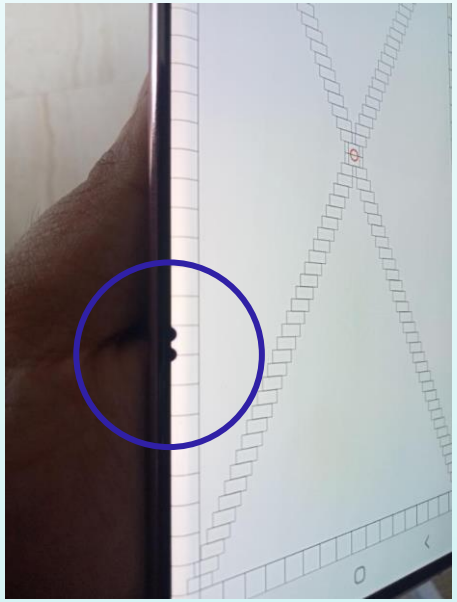
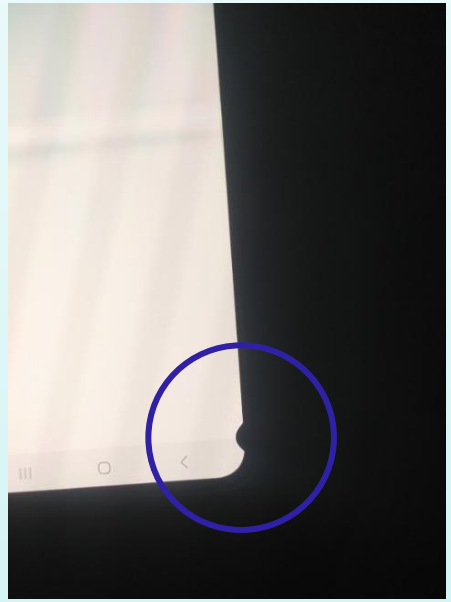
Turn on the device and display a solid color image, like a white or black screen > Look for areas of discoloration or uneven brightness (screen burn) > Look closely for any pixels that are not functioning or appear stuck in one color (dead pixels)



Amoled burn

LCD line





Spot/dead pixel

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Is the microphone and speaker working properly?

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Open the device's voice recording app and record a short message > Speak clearly into the microphone and listen to the recording to ensure that the sound is clear and audible > Select "Yes" if the recording is clear and audible. If not, select "No."

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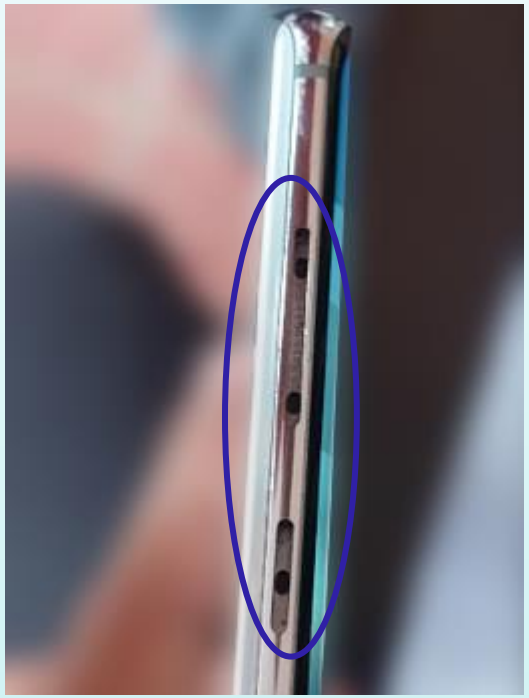
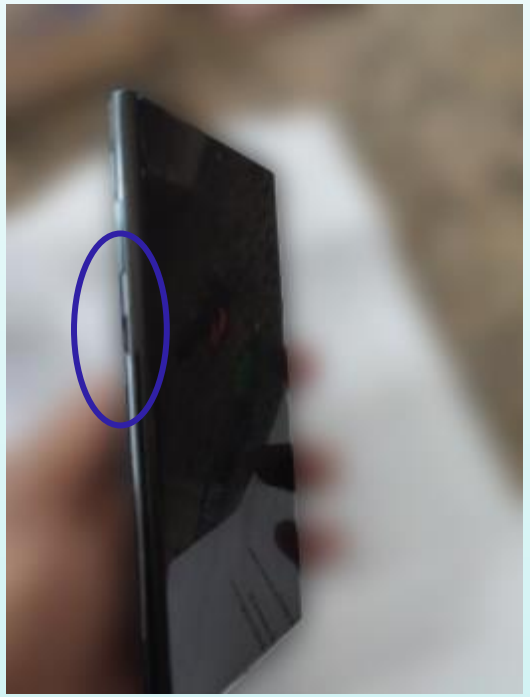
Are the side buttons (e.g. volume, power) functioning properly?

Provided by bolttech

Press the power button, volume up button & volume down button on the device to check if it responds and performs the expected functions > Select "Yes" if all these buttons are complete and functioning properly. If not, select "No."





Missing buttons

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Are the front & rear cameras on the device fully functional?

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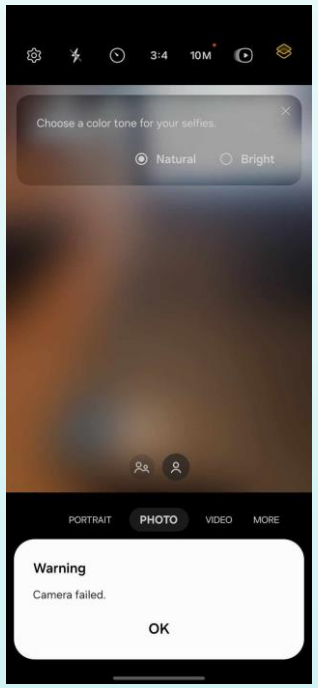
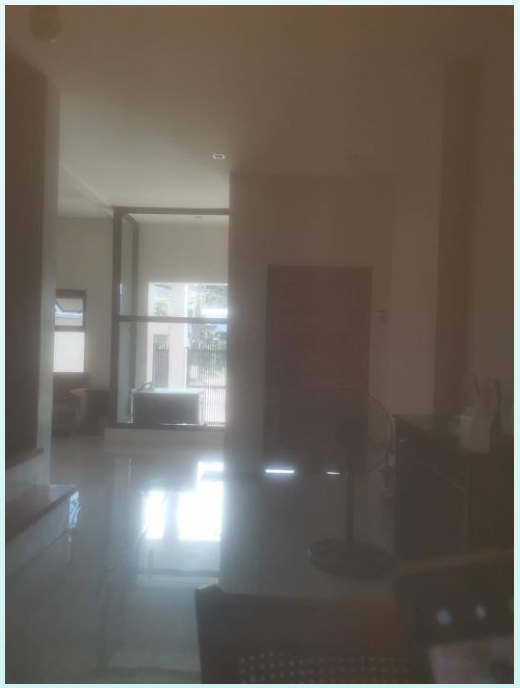
Select "YES" if both front and rear cameras are able to take clear, sharp photos without distortion, debris or other issues > Select "NO" if either one or both cameras are unable to take clear, sharp photos without distortion, debris or other issues

Broken / Missing Camera Lens or cover



Software Issue



Blurred Photo

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Is the device’s battery health over 80%? (For IOS only)

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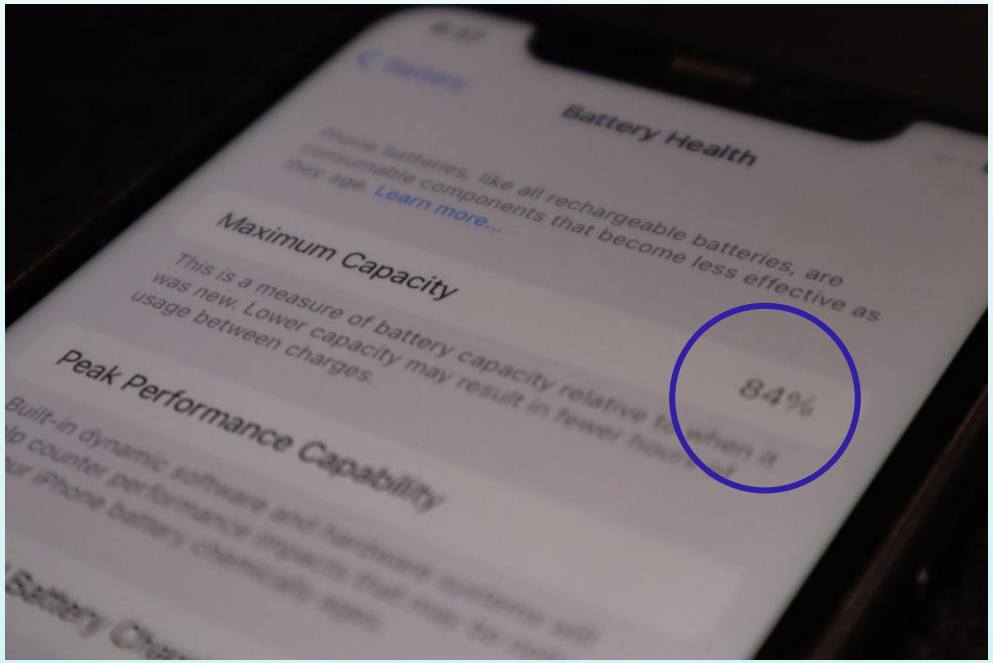
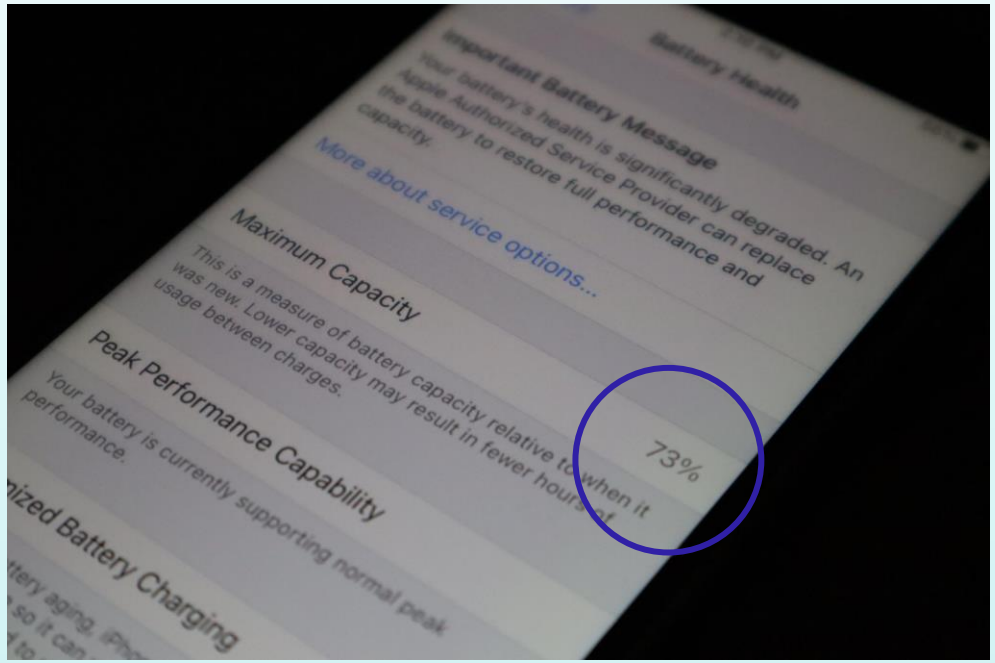
Open the "Settings" app on your iOS phone, tap on "Battery", select "Battery Health" > Select "YES" if the percentage shown in a section labeled "Maximum Capacity" is above or equal to 80%. Select "NO" if the percentage shown is less than 80%



SELECT YES



SELECT NO

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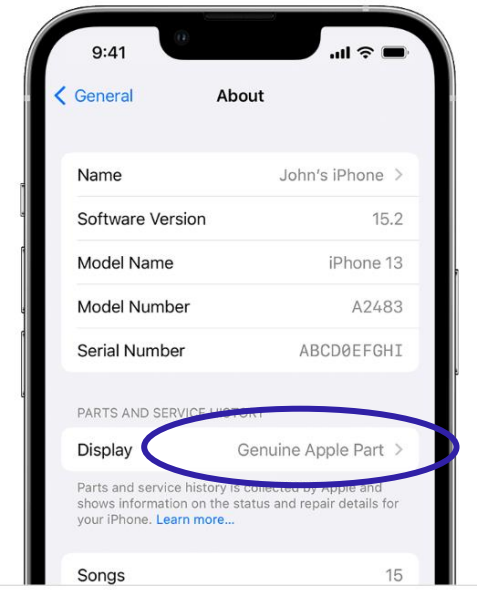
Provided by

Has the device had any parts replaced, or does it display a message warning of non-genuine parts on the settings screen? (For iOS only)

Open the "Settings" app on your iOS phone. > If the phone shows any warning messages about non-genuine parts (e.g. battery), select "Yes"



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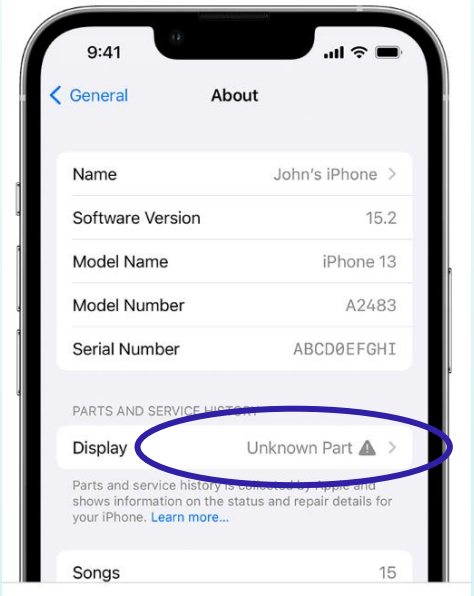

NOT ACCEPTED

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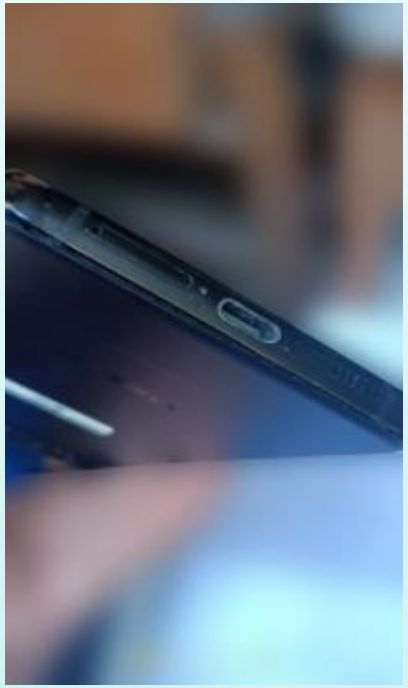
Is the battery swollen or bloated? (For Android only)

Provided by bolttech

Remove the device case, if it has one > Look for any visible signs of bloating, bulge or swelling on the back or sides of the battery > Gently press on it to check if it feels solid and secure. A bloated battery may feel soft or spongy to the touch.

Bloated battery



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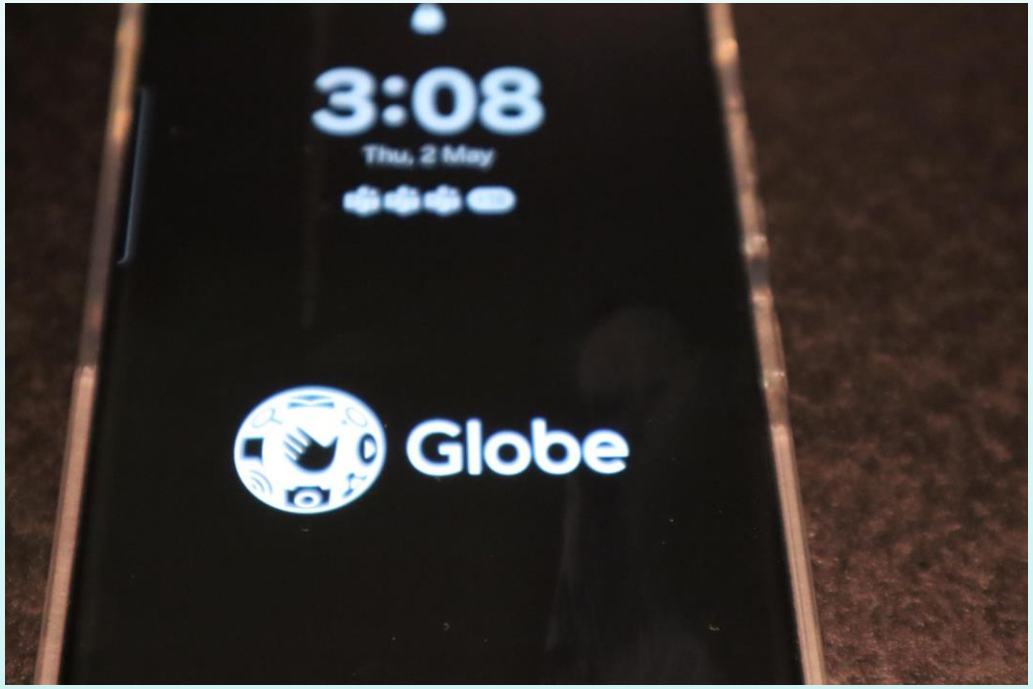
Is your phone currently locked to a specific network provider?

Provided by bolttech

Check if your contract with your network provider states that the phone is tied to that network. Or contact your provider to check. Or try using a SIM from another network. If the phone asks you to unlock it or enter a code, it may be tied to a network.



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