

DEVICE UNLOCKING

Please see the auction details for the associated carrier for each device. Post auction, the seller will process carrier unlocks for all Phones, Tablets, and Wearables that belong to T-Mobile, Sprint, and Metro ONLY. All devices from other carriers (AT&T, Verizon, etc) will be sold as-is. Unlock codes are not available for any device type.

The normal unlocking process will unlock a very high percentage of devices, however there will be cases in which some units cannot be unlocked. For eligible orders of T-Mobile and Sprint devices, if the number of locked devices exceeds 10% of the total volume of an order, the seller will attempt to remedy. If an excess of 10% of an order's units remain locked and are validated by the seller, the customer will be eligible to receive a credit equal to 20% of the price per unit paid for the devices that remain locked.

Android devices are whitelisted and eligible for unlock via an unlock app. Additional instructions can be found [here](#).

Note: Accessories and other devices such as hot spots, syncUp drives, and trackers will remain carrier locked.

In cases where more than 5% of units in a given order are user locked (MDM, FMiP, Find my Device) and the claim is validated by the seller, a credit equal to 50% of the price per unit paid will be processed.

For additional information please refer to the [Conditions](#) page.