

Sunrise Buyback

The Sunrise mobile phone and tablet buyback program.
A second life for your old device.

Mobile device buyback

	Buyback
Requirements	This offer is available to new or existing Sunrise customers. The mobile phone, tablet or smartwatch will be taken back regardless of whether you purchase a new device or not. The condition is that an existing mobile/Internet/land-line/TV subscription must be kept or a new subscription concluded (except prepaid offers).
Credit	The buyback price is not paid out in cash, but instead credited to the customer's account. Alternatively, the credit can also be put towards the down payment for the purchase of a new device. The credit will be applied to the customer's account within a period of no more than two months and can be distributed over several months if only small amounts are charged against the customer's account.
Buyback price	The buyback price depends on the brand, model, and condition of the device and can be calculated using the online value calculator.

	Devices
Device models	Sunrise will generally buy any mobile phone or tablet approved for use in Switzerland, regardless of where it was purchased. Subject to exceptions.
Maximum quantity	Up to 5 devices can be taken back per subscription.
Device quality	Only undamaged devices can be taken back. This means (not exhaustive): The display does not have any discoloration, oxidation, or pixel errors and is fully functional. The device may have visible or perceptible signs of wear, but no breakage, cracking, or distortion. The iCloud account, the Samsung activation block, and all passwords have been removed. The device was purchased in Switzerland. The original receipt of purchase may be required as proof

	Important notes
Reset	The customer must delete all data on the device to be traded in and reset it to its factory settings. Sunrise does not accept any liability or responsibility for data that has not been properly deleted.
Apple devices	If an Apple device is returned, the "Find My iPhone" function must be deactivated prior to it being restored to the factory settings. If these conditions are not fulfilled, Sunrise can refuse to grant the credit.