

Warranty and Setup Instructions

Attention customer,

If you have any questions or issues with your purchase, please email us at

Groupon@cellwarranty.info and we will resolve it immediately. We will respond to your email within 24 hours.

We are committed to ensure our customers satisfaction, therefore if you are not satisfied with your purchase you may return it for an exchange within 60 days of receiving the product.

Your order will not be eligible for a return if any of the following are true: Your phone or tablet has physical or liquid damage, any items flashed by any software, Serial number doesn't match the one received, Unable to remove or assist us in removing your iCloud ID and Apple ID that previously set on the phone or tablet.

For customers who bought a Verizon GSM unlocked Samsung phone (ie G900V, G920V, N900V, N910V) - all "V" Models

- If you have a GSM Carrier Simcard such as T-Mobile or AT&T all you need to do is insert your Simcard, go to the setup process, switch the network to GSM and use the phone normally. Make a test phone call, if the call goes through then it is unlocked. *Please ignore any message that may come up saying that this Simcard is not from Verizon, this is a default message*
- If you have a Verizon Simcard, you will need to call Verizon to activate the phone before you can use it.

Attention Buyer!

If you are having problems with Internet connectivity and sending/receiving Text messages on your Samsung phone, then you may need to update the APN setting to match your carrier's settings.

To setup the Access Point Name (APN) and turn on data settings, follow these steps:

- For T-Mobile Carrier go to: <https://support.t-mobile.com/docs/DOC-10693>
- For AT&T Carrier settings go to and scroll down to "Correct Data Settings":
<https://www.att.com/esupport/article.html#!/wireless/KB424489>

If you are still having issues with your phone, please email us and we will help you resolve it:

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