

ACTIVATE YOUR DEVICE TODAY

ONLINE

1. Visit www.virginmobileusa.com.
2. Click "Activate" on the top right menu.
3. Select "I'm a current customer and want to swap Virgin Mobile phones."
4. Click "Next" and follow the activation steps.



BY PHONE

Call Virgin Mobile at:
1-888-322-1122



QUESTIONS ABOUT YOUR SERVICE?

CALL VIRGIN MOBILE AT
1-888-322-1122

READY, SET, GO!

If You Have a Broken Device:

- Please place the broken device in the provided return envelope, attach the included label, and drop the sealed envelope in the appropriate mailbox.
- Make sure you return your broken device with all the required components to Brightstar Device Protection to avoid incurring additional fees.
- If the broken device is not returned within 10 days, you may be subject to equipment and processing fees of up to \$200.

Important Note: Device Protection will appear as the payee on your banking statement or credit statement by which you paid your claim deductible. This will appear on your next statement.

About Your Replacement:

- If you received a new SIM card with your replacement materials, please place it in your new phone.
- Your Brightstar Device Protection replacement device comes with a 90 day warranty. If your replacement malfunctions during this time period, please call 1-844-534-3098 to file a defective claim. Upon approval, you'll be shipped a replacement via overnight delivery.
- Please keep the receipt, original box, manual, and all packaging materials in a safe place. In the event that you experience problems with your replacement device, you must have these items for future exchanges with Brightstar Device Protection.