If I return my new device, can I get my trade-in device back?

It depends on the status of your trade-in.

- **Trade-in not yet confirmed:** If you cancel your device order or all service lines before your first bill, your trade-in will be canceled. If Asurion has already received your old device but has not yet confirmed the trade-in, they will return it to you and email you the shipping details.
- **Trade-in confirmed:** Once Asurion confirms your trade-in, **the trade-in is final and your old device cannot be returned, even if you return your new device.**
- **Trade-in value changes:** If Asurion offers less than the estimated trade-in value, you can decline the revised offer and your old device will be returned to you.