

ACTIVATE YOUR DEVICE TODAY



By Phone:

Power on the replacement phone. From an alternate phone, dial 1-877-732-2147.



In Person:

Please visit your nearest Mobile Nation Location.

QUESTIONS ABOUT YOUR CLAIM?

Contact eSecuritel:

(855) 309-8343



To Return a Device

- Please place the broken device in the provided return envelope, attach the included USPS label, and drop the sealed envelope in any US Postal Service mailbox.
- Make sure you return your defective unit with all the required components to eSecuritel to avoid incurring additional fees.
- If the broken device is not returned within 45 days, you may be subject to \$100 in equipment and processing fees.

About Your Replacement

- Your eSecuritel replacement device comes with a 90 day warranty. If your replacement malfunctions during this time period, please call (855) 309-8343 to file a defective claim. Upon approval, you will 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 eSecuritel.

Important Note: Please note that eSecuritel will appear as the payee on your banking statement or credit card statement by which you paid your deductible. This will appear on your next statement.