

# Frequently Asked Questions

Popular topics and FAQs about the program.

## **How do I get a quote?**

Find your product and answer a few simple questions about its condition to see an estimated value. You will receive an email for a message containing quote details and shipping instructions if you choose to accept your quote. The quote is valid for 30 days.

## **Does the quoted value ever expire?**

Yes. Quotes are valid for 30 days. After a quote expires, you may request another quote.

## **How do I ship my equipment after receiving my quote?**

Lenovo will send you a QR code along with shipping instructions for UPS. You will take your equipment to the closest UPS store where you will provide the UPS associate the QR code. The UPS associate will then print out the shipping label and box your equipment for you free of charge.

## **How long does it take to receive my Visa gift card after sending in my product?**

You can expect to receive your Visa gift card within 60 days of mailing in your equipment.

## **How is the value of my equipment determined?**

The value depends on a variety of factors, including the demand for your specific item in the secondary electronics market and its condition. When you visit the website, you'll answer a few simple questions about your product and describe its condition. Based on the information you provide, Lenovo determines the estimated fair market value of your device and a quote is displayed instantly.

## **Can my quoted value change?**

Lenovo will contact you if the final value differs from the initial quoted value. If the condition of your product is different than described on your quote, we'll send you a revised quote. You will have three days to either accept or decline the revised quote. If you decline the new quote value and want your product returned, return shipping fees may apply (please see our Terms & Conditions).

## **What products are eligible for the program?**

Any laptop, desktop, tablet, or smartphone may qualify.

## **How do I view the status of my quote?**

Email [tradein@lenovo.com](mailto:tradein@lenovo.com) to inquire about the status of your trade in.

## **What if I receive a zero-value quote?**

We recommend using a local option to help you recycle your electronics simply and safely. Please visit the [Lenovo Recycling](#) page to find out how to responsibly recycle your equipment.

**What if I can't find my product?**

If your product is not listed, we recommend you reselling locally, donating, or recycling the item.

**Can I sell to Lenovo Trade-In if I live outside the United States?**

Currently our program is only offered to individuals 18 years or older in the US. We hope to expand to additional countries soon.

**How will I be paid for my equipment?**

Payments will be made in the form of a Visa® Gift Card if your equipment has a value of \$5 USD or more.

**Where can I use my Virtual Visa® Reward?**

Your Visa® Gift Card may be redeemed anywhere Visa® is accepted!

**How will my Virtual Visa® Reward be sent?**

Your Visa® Gift Card will be sent directly to you to the email address you provided via USPS.