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My Sprint | Support | Contact us

Your order is on the way!

We've shipped your order today. To find out when it will arrive, review the important shipping details below. To help make your Sprint experience even better, be sure to review the [tips and Activate or swap device support](#)

If you have questions about your order, go to sprint.com/ordersupport for the answers you need. To check its progress, click Check order status and enter your order number.

Please save a copy of this email for your records.

Order

Name: David Zera
 Order number: xx-xxxx-xxxxxx
 Order date: 10/27/2017
 Wireless number: XXX-XXX-XXXX

Billing

David Zera
 [REDACTED]
 [REDACTED]

Shipping

Shipped to:
 David Zera
 20 SYLVIA LN Naperville,
 IL 60540

Products shipped:

Quantity	Serial number	Item description
1	[REDACTED]	IPHONE X SPACE GRAY 256GB KIT

Tracking your shipment:

Tracking number: [REDACTED]

Shipped via: UPS

Click to track: www.ups.com www.fedex.com www.usps.com

- It may take up to 24 hours for tracking to be available.
- If your phone was preordered, your shipping status should be visible 24 to 48 hours prior to its expected delivery.
- If you're unable to receive your package at the delivery address shown, go to sprint.com/chat to cancel

Helpful Links

> [your device information](#) provided. [Get](#)

>

[Track your order](#)



your order and discuss replacement options. Attempts to reroute your order through the shipping carrier may result in a delivery delay or order cancellation.

Estimated delivery date: **10/30/2017**

Tips and information

Switching phones? Before you turn on your new phone, go to sprint.com/activate.

Transferring your number from another carrier?

- Before turning on your phone, call [866-437-1818](tel:866-437-1818) and follow the prompts.
- Transferring from Boost or Virgin Mobile? Call [888-408-3306](tel:888-408-3306) and follow the prompts.
- You'll be able to connect to the Sprint network after the transfer is complete.
- If you're not bringing your old number to Sprint, follow the "Get Started" activation instructions in your shipping box.

Turning in a phone? Send it in using the kit or label provided. Go to sprint.com/returnkit if you need a new or replacement kit.

- You can track your kit at ups.com by clicking on Tracking. Click on Track by Reference and enter your Return Kit number in the Shipment Reference box. Send all your required devices for this order in the Return Kit within 30 days.
- Before mailing your phone, transfer and delete contacts, pictures and important data. For phones to be eligible for turn-in, you must disable all locks. Once received, devices are processed quickly making retrieval rarely possible.

Sprint Total Satisfaction Guarantee: We're committed to ensuring you are satisfied with your purchase. To learn more, go to sprint.com/returns.

Managing your account: Help yourself to our self-service tools using [My Sprint](#) and our [My Sprint Mobile](#) app where you can easily view and pay your bill, check out usage, change your account services and much more. Go to

sprint.com/tools to get started. sprint.com | [find a store](#)



This is an account-related notification.

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