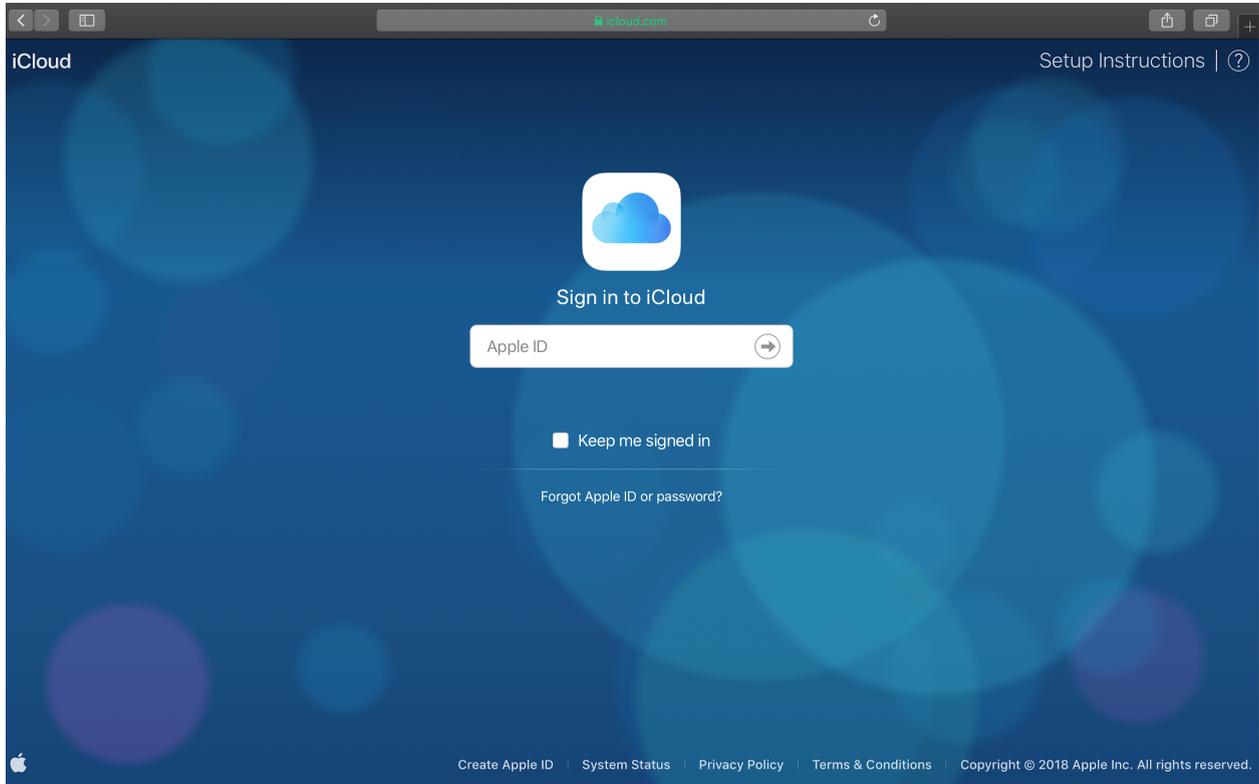




iCloud Removal Instructions

Step 1: Sign into your iCloud Account

Please ensure the account details match the account hint visible on the device - we can confirm this for you as long as the device does not register as "Lost and Erased". You can sign in at icloud.com.



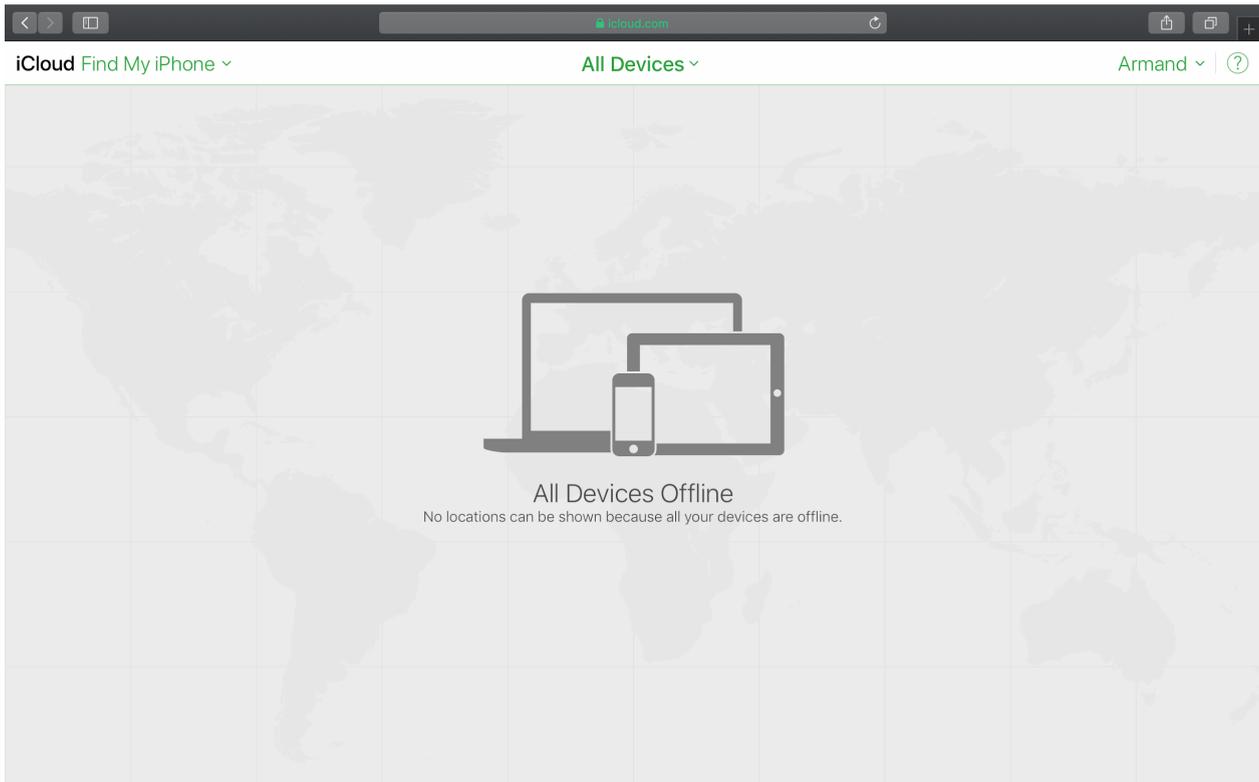
Step 2: Once signed in, select "Find iPhone"

You will need to enter your username and password again.



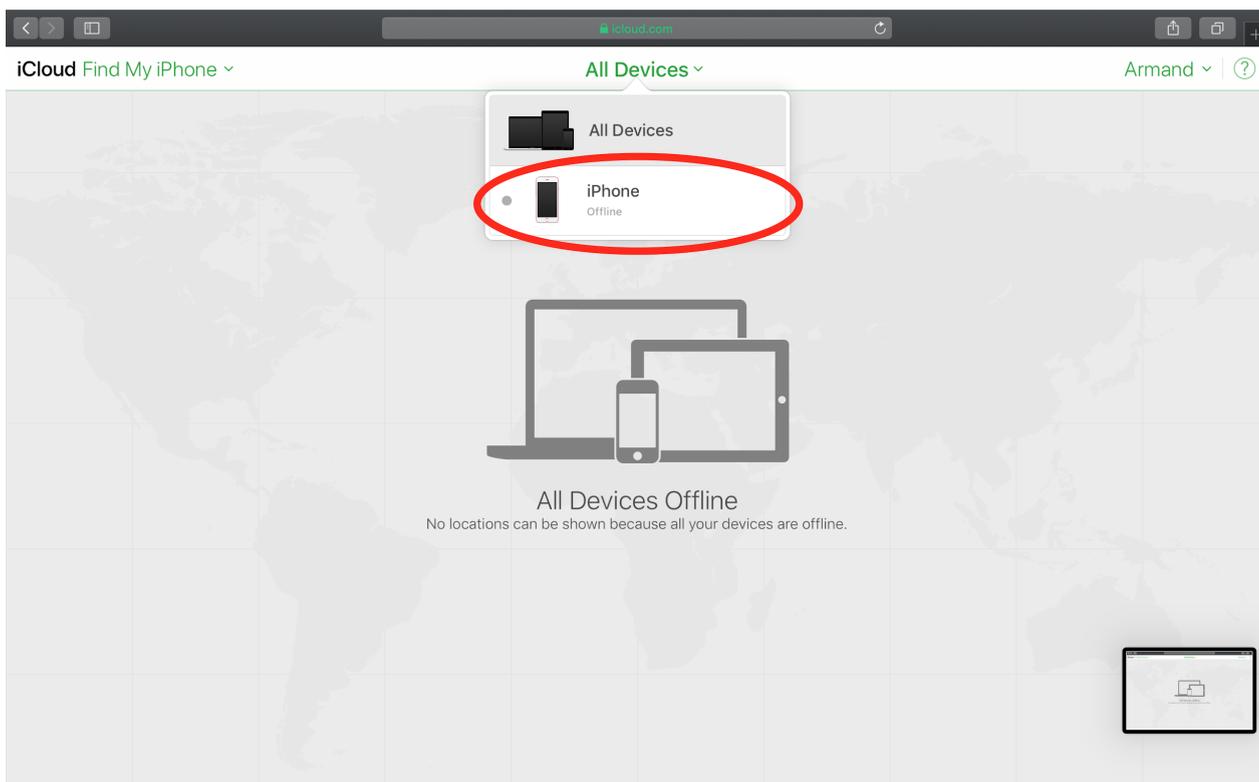
Step 3: Select “All Devices” at the top of the screen

This will display a list of all devices on your iCloud account currently using the Find My service.



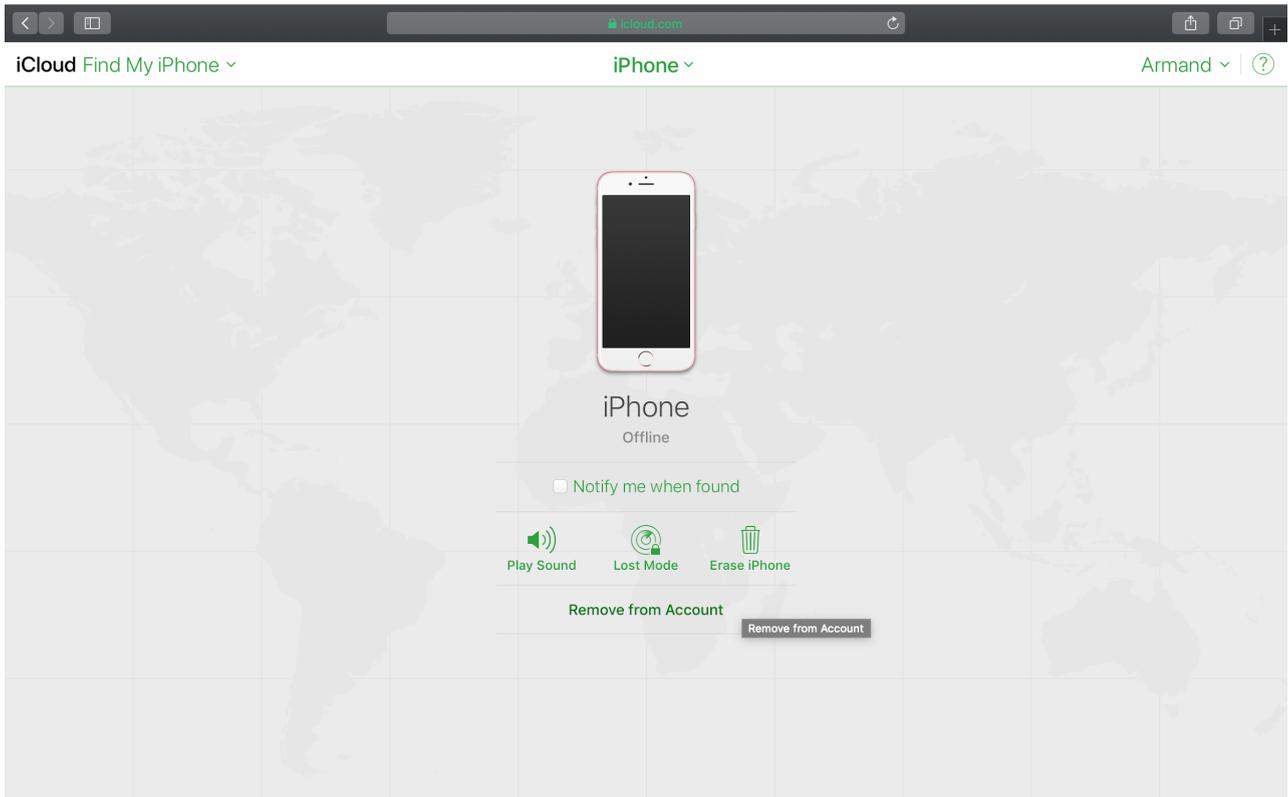
Step 4: Select the device from the drop-down list

Please ensure you do not select any device that you are currently using. The device in question should register as “Offline” and fail to give any location if it has been reset by our technicians.



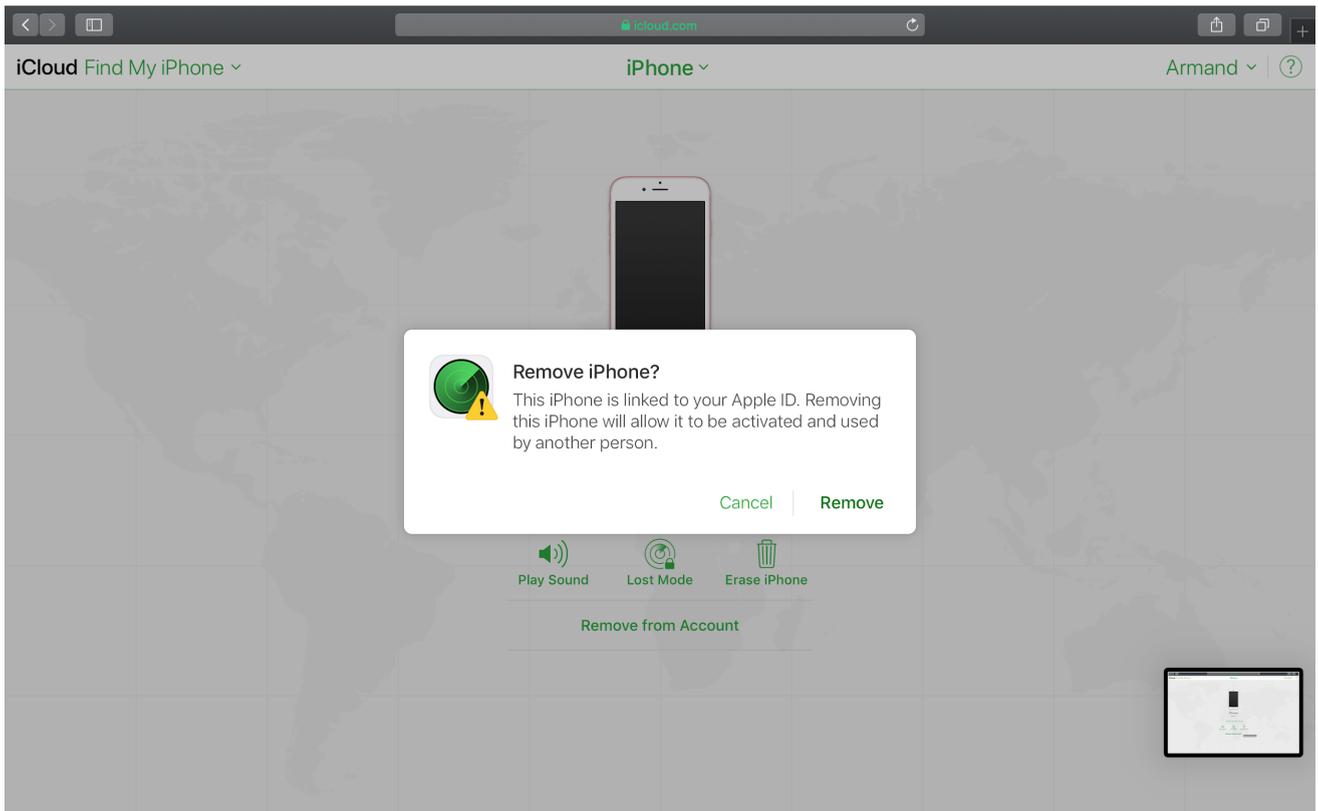
Step 5: Select “Remove from Account”

This will unlink the device from your iCloud account and allow us to perform a full wipe and reset of the device.



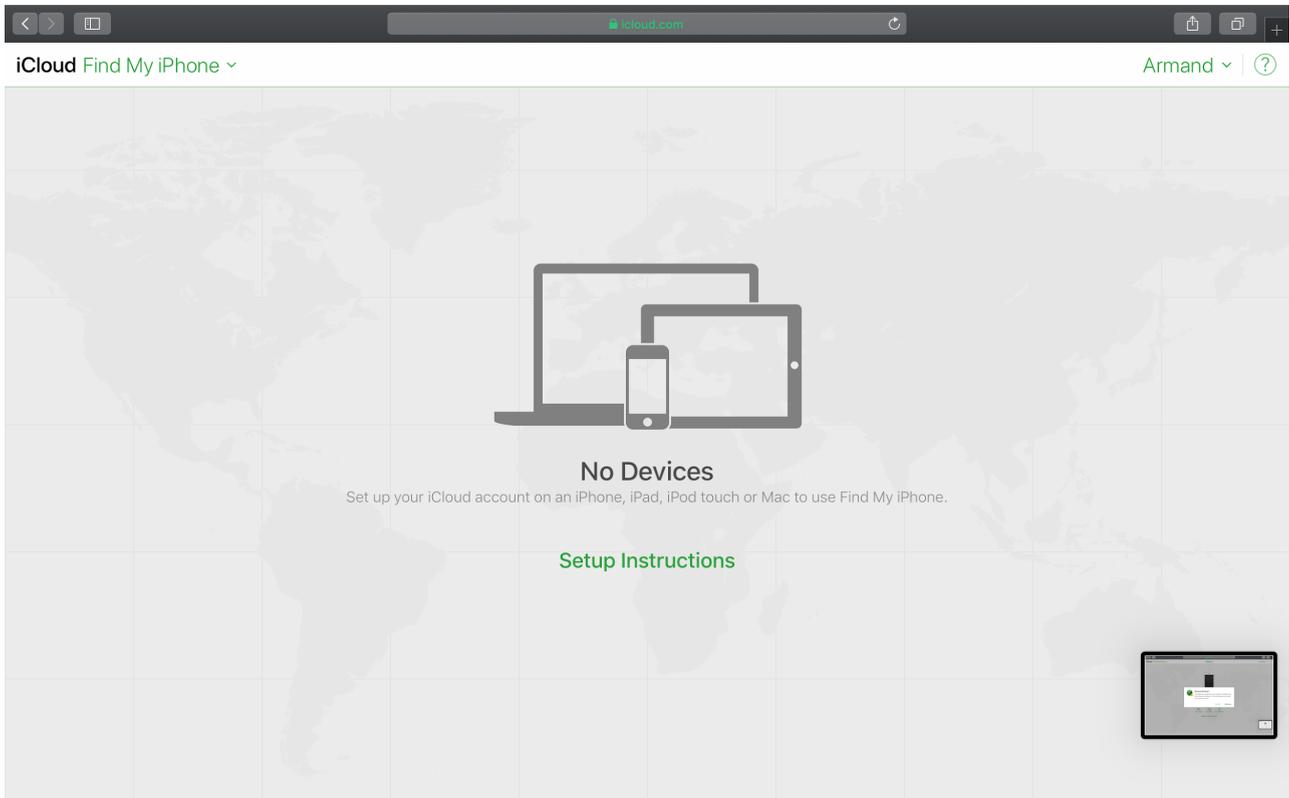
Step 6: Confirm “Remove” device from account

A message will be displayed, “This iPhone is linked to your Apple ID. Removing this iPhone will allow it to be activated and used by another person.”



Step 7: If done correctly, the device will not register on your account anymore

In our case, the test account we used only had one device registered on it so the message “No Devices” is displayed. If you would like to check this, click again on the “All Devices” section at the top center and check if the device removed still appears in the list.



Step 8: Smile! You're all done and your data and account details are now secure again.

If you would be so kind, could you let the purchasing agent helping you know that the removal is complete so that he can confirm from our side? Thanks!

If you have any further questions or concerns, please don't hesitate to ask - we are always happy to be of assistance.