



# IMPORTANT

## ShopHQ Apple Device Return Process

For your security and to help protect your identity and privacy, please follow the instructions below.

For all Apple device returns, you must disable iCloud and remove your passcode prior to returning your item. Please note our standard 30-day return policy still applies.

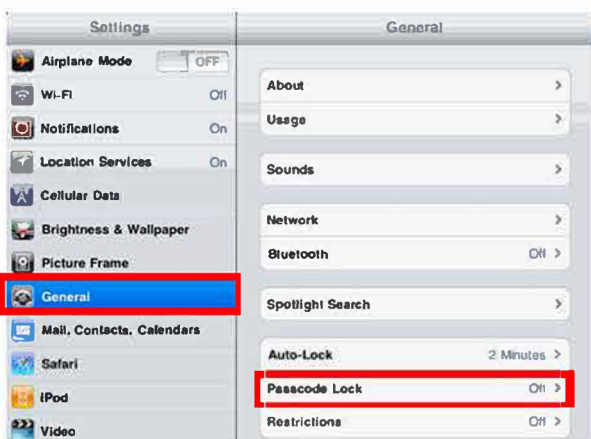
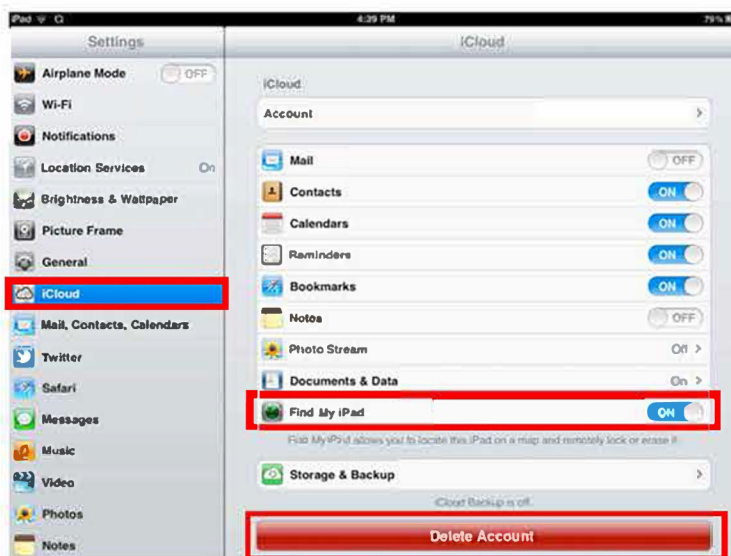
### Disabling iCloud and Passcode Lock Instructions

1. Go to SETTINGS



2. Go to iCloud. Ensure “Find my iPad or iPhone” is “ON”

3. Click “Delete Account” if you are still logged in.



4. If your lock screen is on, please TURN IT OFF by going to the settings screen, followed by General, then to Passcode Lock.

If you have further questions, please contact Apple directly at 1-800-275-2273 or stop in to an Apple Retail store.