



**Before you send in your Apple products, please do the following as failure to do so will not allow us to use the device and it will have to be destroyed:**

For iPhone or iPad:

1. If you paired an Apple Watch with your device, unpair your Apple Watch.
2. Back up your device (photos, contacts, etc.).
3. Sign in to iCloud.com with your Apple ID.
4. Go to Find My iPhone.
5. Click All Devices at the top of the screen.
6. Select the device that you want to remove from iCloud.
7. If necessary, click Erase [device].
8. Click Remove from Account.

For Mac Laptop

1. Create a backup. Be sure you have an up-to-date backup of your important files and data.
2. Sign out of iCloud and the iTunes & App Store.

If you're using iOS 10.3 or later, tap Settings > [your name]. Scroll down and tap Sign Out. Enter your Apple ID password and tap Turn Off.

If you're using iOS 10.2 or earlier, tap Settings > iCloud > Sign Out. Tap Sign Out again, then tap Delete from My [device] and enter your Apple ID password. Then go to Settings > iTunes & App Store > Apple ID > Sign Out.

3. If you have Bluetooth devices — such as keyboards, mice, or trackpads — paired with your Mac, and you plan to keep these devices, you can unpair them. This optional step prevents accidental input on the Mac if the computer and the Bluetooth devices have separate owners but remain within Bluetooth range of one another. To unpair your Bluetooth devices, choose Apple menu > System Preferences, then click Bluetooth. Hover the pointer over the device that you want to unpair, then click the remove (x) button next to the device's name. When the dialog asks if you're sure, click Remove.
4. If you're unpairing an iMac, Mac mini, or Mac Pro, you must have a USB or other wired keyboard and mouse to complete these steps.