Packing & Shipping Instructions

iPhones o iPads o Smartphones o Macbooks o Cell Phones

PREPARE

• Remove passwords, screen lock codes.
• For iPhones & iPads: Turn off "Find My iPhone" in device settings.
• See below for further instructions.

PACK

• Pack your devices in a small sturdy box or padded envelope.
• Use packing materials, such as newspaper. Do not use packing peanuts or shredded paper.
• Do not send instructional booklets or accessories, such as headsets or car chargers.

SHIP

• Print off shipping label and tape to package. Drop off at a USPS or FedEx depending on label.
• Use packing materials, such as newspaper. Do not use packing peanuts or shredded paper.
• Do not send instructional booklets or accessories, such as headsets or car chargers.

DATA ERASE INSTRUCTIONS

Androids
• Open Settings app
• Select Backup and Reset
• Choose Factory Data Reset

iPhones / iPads
• Open Settings & select General
• Scroll down and tap Reset
• Select Erase All Content & Settings

REMOVE APPLE/GOOGLE ACCOUNT INSTRUCTIONS

Androids
• Open Settings app
• Tap Accounts (or Users & Accounts)
• Tap the account you want to remove
• Select Remove account

iPhones / iPads
• Open Settings & select General
• Scroll down and tap Reset
• Select Erase All Content & Settings

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