SUPPLYTRONICS RETURN AUTHORIZATION

☐ 1) Print and fill out the bottom part of this sheet. Print your pre-paid USPS return label.

☐ 2) Back up your phone to protect your data.

☐ 3) Sign out of iCloud, Google, or Samsung accounts and Factory Data Reset the phone.

No refund will be processed if your information is not properly removed.

Is your iPhone **functional**? Use these steps:	Is your iPhone **broken**? Use these steps:
These steps are completed entirely on the phone.	*These steps are completed entirely on the internet.*
1. Go to "Settings" on the phone and then select the Apple ID account at the top of the screen. 2. Scroll down and select "Sign Out." 3. Enter the Apple ID password and then select "Turn Off." 4. Make sure nothing is selected for "Keep a copy of" and then select "Sign Out" in the top-right. 5. Select "Sign Out" again to finish removing the iCloud account. 6. Now, Factory Data Reset your phone by going back to "Settings." 7. Select "General" then scroll down to "Reset." and then select "Erase All Content and Settings." 8. Select "Erase iPhone" twice.	1. Sign into your account on www.iCloud.com. 2. Click "Find iPhone." 3. Click "All Devices" at the top of the screen. 4. Select the iPhone that you purchased from us. 5. Click Erase iPhone (below the trashcan icon.) 6. Enter your Apple ID and password to confirm. 7. Wait until it says "Erased" in red text or "Pending" in gray text next to the phone picture. 8. When the device shows "Erased" or "Pending," click "Remove from Account."

For a visual step-by-step walk-through, visit www.supplytronics.com/remove

☐ 4) Remove anything you want to keep from the phone (SIM card, case, etc.)

☐ 5) Pack just the phone and this sheet in a small padded envelope. No boxes please.
Attach the return label. Drop envelope off at any USPS (United States Postal Service) location.

7 Digit Order #: 2 _ _ _ _ _ _   **Full Name on Order:** _____

*Your order # is printed on your USPS pre-paid return label
and begins with a 2.*

Detailed Reason for Return:

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E-mail us at: info@supplytronics.com