

Dear Customer,

Before sending the (iPhone) handset back to us, kindly make sure to unlink it from 'Find my iPhone', sign out of iCloud applications, and delete all contents and settings. This will automatically turn the activation lock off and will allow next user to go through the standard new setup procedure. The iPhone will be rendered unusable if the above steps is not completed.

Should the phone be locked upon return, you may be liable for the cost of hardware as we won't be able to test and/or refurbish the handset.

Here's how to do it:

1. Unlink from Find my iPhone:

Go to Settings > General > Reset > Erase All Content and Settings

2. Sign out of iCloud:

Go to Settings > iCloud, then tap to turn on or off iCloud features

3. Unlink from Find my iPhone:

On your iOS device: Go to Settings > iCloud, then tap to turn on or off iCloud features.

Or

Log on to iCloud website <https://www.icloud.com/> from a computer > Go to Find my iPhone >

You may log on to Apple links <https://www.apple.com/au/support/> and <https://www.apple.com/au/support/contact/> or call its Customer Service at 1300321456 for more detailed information or assistance.

Should you have any questions/clarifications, kindly call Dodo at 1300538463 between Mon to Fri 10 AM -7 PM AEST.

Regards,

Hardware Management Team
Dodo Services Pty. Ltd.