

# Disable Find My iPhone Lock Request

This form should be completed when a repair is blocked in GSX due to FMiP device lock and where the customer has provided the valid proof of purchase proving device ownership. The Authorized Partner should complete this form and attach the proof of purchase receipt of the product's original retail purchase.

## Troubleshooting

Has the customer tried to turn off remotely via online iCloud.com/find access?      Yes      No

Has the customer tried to reset their password at appleid.apple.com?      Yes      No

*If you answer no to either of these questions, submit the form only after the customer attempts those steps.*

## Product Information

Serial Number:

IMEI (cellular devices only):

Product Description:

## Original Sales Information

Proof-of-Purchase: Reseller Information

Purchase date:

Year (YYYY)    Month (MM)    Day (DD)

Invoice/receipt number:

Name:

Phone number:

Street address:

City/State:

Postal:

Country code:

Email address (if available):

Additional comments:

### ALL FIELDS ARE REQUIRED

The customer's statutory warranty rights are the same whether or not the proof of purchase is validated. Apple will protect personal information in accordance with the Apple's Customer Privacy Policy available at [www.apple.com/legal/privacy](http://www.apple.com/legal/privacy).