



## ATTENTION

### Asurion iPhone Customers



#### **Please Be Advised the Following WILL Impact Your Repair Time**

1. You **must** know your **iCloud email** address and **password**.

To calibrate Face ID, Apple requires temporary deactivation of Find My iPhone. This is found in your Apple ID settings and **must** be turned **off** prior to repair. Disabling requires your Apple ID password.

2. Your device **cannot** be on any **beta** version of **iOS**.

If your phone is on an iOS beta, we are unable to calibrate the replacement part. Your device will need to be restored to factory default settings. This will result in a loss of any pictures, texts, etc. which were not previously backed up.

3. If Stolen Device Protection is enabled the repair will have a delay.

With Stolen Device Protection enabled deactivating Find my iPhone from an “unfamiliar location” (i.e. our store) triggers a 1-hour timer until Find my iPhone can be disabled. At the end of this 1-hour timer, Face ID is required to disable Find my iPhone. This will impact repair turnaround.

4. You **cannot** receive your device until it has been calibrated.

Asurion considers any repair in which the device is not calibrated to be unsuccessful. Unsuccessful repairs **must** have the original screen put back on the device. Due to existing damage, your display **may be completely non-functional**. The **only** alternative is for us to hold the device, with the new display, until Find my iPhone is successfully disabled. This is Asurion’s policy, and as such there are **no exceptions**.

**If your display is not working, please use the tablet located near this sign.**

**Instructions on Disabling Find My iPhone can be found next to it.**

If you have questions, we’re happy to help assist with the meeting these requirements, but your repair turnaround time could be impacted.

Thank you!

The uBreakiFix by Asurion Team