



TO PROTECT YOUR INFORMATION AND SAVE TIME, FOLLOW THESE STEPS BEFORE YOU GET SERVICE FOR YOUR DEVICE.

1. BEFORE YOU BRING IN YOUR DEVICE FOR SUPPORT

Follow these steps before you take your device to us. If your device won't turn on or respond, finish as many steps as possible:

1. Back up your iOS device.
2. Have your Apple ID password ready. For some repairs, you'll need your Apple ID password to erase your device and/or turn off Find My iPhone.*
3. Bring your sales receipt (if possible), in case your service requires proof of purchase.
4. Bring your device and any accessories that you need help with. The Technicians will tell you whether or not they'll need to check-in those accessories.
5. Bring a form of personal identification, like a driver's license, passport, or other government-issued ID. Datasyst will not record such information but will need to verify it for security purposes.

2. BEFORE YOU SEND YOUR DEVICE FOR REPAIR

Follow these steps before you send your device in for repair or replacement. If it won't turn on or respond, finish as many steps as possible:

1. If you need to send in an iPhone that's paired with an Apple Watch, unpair your devices. When you unpair, your iPhone will create a new backup of your Apple Watch. You can use the backup to restore your Apple Watch when your iPhone returns from service.
2. Back up your iOS device.
3. Go to Settings > [Your Name] > Find My and turn off Find my iPhone. Then, go to Settings > Messages and turn off iMessage.
4. Make sure that Activation Lock is disabled.
5. Remove any SIM card, case, or screen protector from your device and keep your cable and charger.
6. Now your device is ready to send. If you arranged a repair request with our shipping office, you should have received instructions for how to mail in your device. If you didn't get instructions or you haven't set up a repair request, contact Apple Support.

*If you're unable to turn off Find My iPhone, Apple may not be able to service your device. This policy is in force to prevent unauthorized persons from servicing your device without your knowledge. If you don't remember your Apple ID and Password, please go to datasyst.net/iForgot.

DATASYST WARRANTY:

At no additional charge, Datasyst will correct any sort of hardware defects or work performed provided the device is returned to Datasyst within thirty (30) days from the date of pickup. This provision will not apply to virus/spyware removal, software repairs, or any repairs brought in for end-user damage (ie. Liquid Spills).

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