



# 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 Carrier 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, please do not submit form until those steps have been completed.*

## Product Information

Serial Number	<input type="text"/>
IMEI (cellular devices only)	<input type="text"/>
Product Description	<input type="text"/>

## Original Sales Information

Product Purchase Date: Year (YYYY)  Month (MM)  Day (DD)

Invoice/Receipt Number:

Proof of Purchase  
Reseller Information

Name	<input type="text"/>
Phone number	<input type="text"/>
Street Address	<input type="text"/>
City/State	<input type="text"/>
Postal	<input type="text"/>
Code Country	<input type="text"/>
Email Address (if available)	<input type="text"/>

Additional Comments:

## ALL FIELDS ARE REQUIRED UNLESS OTHERWISE INDICATED

Completed forms should be submitted to the appropriate regional e-mail address from the following list:

**Latin & South America:** FMiPLockALAC@apple.com

**North America:** FMiPLockAMR@apple.com

**Europe, Middle East, Africa, India:** FMiPLockEMEA@apple.com

**Japan:** FMiPLockJapan@apple.com

**China:** FMiPLockChina@apple.com

**Asia Pacific (excluding China & Japan):** FMiPLockAPAC@apple.com

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).

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