



United Electronics Group

## Device Work Order

*Fill out, sign and include in the box with your device*

Thank you for choosing United Electronics Group (UEG). Please include this form with your device.

Name: \_\_\_\_\_ Web Order #: \_\_\_\_\_

Return Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_ Daytime Phone: \_\_\_\_\_

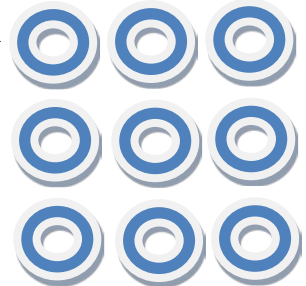
Email: \_\_\_\_\_ Make/Model: \_\_\_\_\_

Serial Number (located on cover and/or in internal settings): \_\_\_\_\_

### PASSCODE INFORMATION (REQUIRED):

- **Passcode:** Please provide a passcode or swipe pattern for full testing: \_\_\_\_ \_
- **Deactivation:** For devices with iOS 7 or greater, it is important you temporarily deactivate the Find My iPhone/iPod/iPad feature. See Page 2 for instructions to deactivate your iOS 7 device.

Please draw your pattern using directional arrows to unlock your device →



Please mark the issue(s) you have with your device:

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Battery not charging | <input type="checkbox"/> Blank/gray screen  | <input type="checkbox"/> Charging dock/port |
| <input type="checkbox"/> Cracked case         | <input type="checkbox"/> Cracked glass/LCD  | <input type="checkbox"/> Headphone jack     |
| <input type="checkbox"/> Home button          | <input type="checkbox"/> No power           | <input type="checkbox"/> Power button       |
| <input type="checkbox"/> Restore              | <input type="checkbox"/> Unresponsive touch | <input type="checkbox"/> Volume button      |
| <input type="checkbox"/> Water damage         | <input type="checkbox"/> Wireless GPS       | <input type="checkbox"/> Other: _____       |

### iOS 7 Devices

The Find My iPhone feature must be turned off prior to sending in the device to UEG in order to troubleshoot, repair and restore the iOS 7 device completely. If the Find My iPhone feature is not turned off on the iOS 7 device, problems are unable to be fixed and a full quality check of all systems is unable to be performed. Instructions follow on Page 2 about how to turn off the Find My iPhone feature:

(Continued on Page 2)



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### How to remove a device from an iCloud account using iCloud.com

1. Turn off the device.
2. Using another computer, go to icloud.com and sign in using the iCloud ID.
3. Click on Find My iPhone.
4. Click on All Devices at the top of the Find My iPhone screen.
5. Find the device in question in the list and click on it.
6. On the next screen, click on Remove from Account.
7. Click on Remove.

### How to remove a device from an iCloud account using the Find My iPhone app

1. Turn off the device.
2. Launch the Find My iPhone app from a different iPhone, iPod Touch or iPad.
3. Sign in to the account that is tied to the iOS 7 device in question.
4. Find the device in the list and tap on it.
5. Tap Remove.

**IMPORTANT!** United Electronics Group (UEG) is not responsible for the damage to, loss of or disclosure of any picture files, video files, removable storage media or other content sent in for repair. Be sure to back up your video, photo and other media files prior to sending us your device.

Please checkmark the boxes below and provide a signature to let us know you have read and agreed to this important information.

I understand my device may be restored and have backed up my device.

My device is an iOS 7 or greater device, and I agree to turn off the Find My iPhone feature and provide a passcode. If not an iOS 7 or greater device, please indicate with N/A here:

Signature \_\_\_\_\_ Date \_\_\_\_\_

Print Name \_\_\_\_\_

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