

Cellsell iPhone Device Warranty Repair/Replacement/Credit Checklist

Client Name: _____

Date of Booking: _____

Warranty Eligibility Verification

- Check that the device is still within the 12-month warranty period.
- Inspect the device for any physical damage. (Warranty is void if physical damage is present).
- Verify proof of purchase and warranty documentation.

Device Preparation

- Back up any personal data (as all data may be erased during testing or repair)
- Disable all privacy settings (remove passcodes, Face ID, Touch ID)
- Remove Face ID & passcode:

Open Settings > Go to Face ID & Passcode: Scroll down and tap **Face ID & Passcode > Enter Current Passcode > Disable Face ID > Toggle OFF all > tap Reset Face ID**

- Remove iCloud account from the device:

Open Settings > Tap your name/Apple ID > tap Sign Out > Enter Password to disable **Find My iPhone > Confirm Sign Out > Follow the on-screen instructions** to complete the process.

Device Testing Checklist

- Test basic device functionality and document status before booking.
- Note any pre-existing issues that the client has mentioned.
- Noted: _____

Additional Information

- Confirm with the client that Cellsell (Pty) Ltd is not responsible for any loss of data.
- Provide the client with an estimated timeline for the repair/replacement/credit process

Signature of Client: _____

Signature of store representative: _____

☐☐☐☐☐☐☐☐☐☐☐☐