

Rapid Phone Buyer

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iCloud/Samsung Account Removal

In order to ensure your payment is sent as soon as possible, you must remove or sign out of any iCloud, Samsung and Google accounts before you send us your device.

Apple iPhones (IOS 7 or later)



Apple iPhones (IOS 7 or later)

Follow any of the two options below, to remove your iCloud account from your iPhone or iPad.

Option 1
Signing out of your account on your iPhone or iPad

- Go to *settings*
- Select *iCloud*
- Select *Delete Account* or *Sign Out*
- Enter your apple ID and password if prompted
- Select *Turn Off*

Option 2
Remove your phone from your iCloud account via the iCloud website

- Switch off your device
- Log in to *www.icloud.com* with your Apple ID & password
- Click *Find iPhone* and select the iPhone you would like to remove from *All Devices*
- Click the *X* to remove and then select *Remove to confirm*

Samsung Phones (5.02 or later software)



Samsung Phones (5.02 or later software)

Follow these instructions, to remove your Samsung account from your Samsung device.

- Make sure your phone has an internet connection
- Go to *Settings* and then select *Accounts*
- Click on the *Google* or *Samsung account* you would like to remove
- Double click your *Email Address* and then select *More*
- Select *Remove Account* and then to confirm select *Remove Account* again
- Enter your *Google* or *Samsung Account* password to confirm
- Select *Remove Account* one final time

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Data Deletion

You must remove all personal data such as messages, images, emails, music etc. before sending us your device. Although we wipe each device we receive during the testing process, it can be difficult if there are password locks etc. Therefore, we encourage you to remove sensitive data prior to selling to us. We are not responsible for your private information if you have not removed it from the device or if your device is lost during delivery to or from us. Please also remove any memory or SIM cards.

Removing data from Apple products

In order to remove data from an iPhone or iPad, you can use iTunes to restore your device to factory settings or follow the instructions below:

1. Make sure you have removed your *iCloud* account.
2. Go to *Settings*
3. Click on *General*
4. Tap *Reset*
5. Then tap *Erase All Content and Settings*

Removing data from Android products

In order to remove data from an Android phone/tablet, please follow the instructions below:

1. Firstly, make sure you have removed your *Samsung* or *Google account*.
2. From the home screen, click on *Apps* and then *Settings*
3. Tap *Back up and reset*
4. Then click *Factory data reset*
5. Enter your *password* when asked
6. Touch *Delete* to delete all of your data

Removing data from Windows products

In order to remove data from a Nokia, Microsoft or other Windows phone, please follow the instructions below:

1. In the app list, click on Settings
2. Click About
3. Tap Reset your phone
4. You'll receive two warnings. Tap Yes, and then tap Yes again

If your phone touch screen is not working or is unresponsive, you can delete your data using the hardware buttons as follows:

1. Press and hold the *Volume down* – and *Power* ⏻ buttons at the same time until you feel a vibration (about 10-15 seconds).
2. When you feel the vibration, release the buttons, and then immediately press and hold the *Volume down* – button until you see a large exclamation mark.
3. Once the exclamation mark appears, press the following four buttons in this order: *Volume up* +, *Volume down* –, *Power* ⏻, *Volume down* –
4. Your phone should now reset and restart itself.