[SH27] Customer does not know how to remove iCloud lock

**Q1**: How do i remove iCloud lock remotely

A1: Dear Backcare, Please relay this link to the customer. It is official from Apple. In particular, please focus on “Désactiver le verrouillage d’activation sur un appareil” to remove the iCloud activation lock remotely. I await your good news. Thank You. https://support.apple.com/fr-fr/guide/icloud/mmfc0eeddd/icloud