

**IMPORTANT INFORMATION****Print and complete this repair form**

Remove your sim card & memory card from your phone. Please send your battery with the phone. There is no need to send the original box, or any charger. Any additional items will not be returned.

Pack your phone securely, and send by recorded or special delivery to the address below. Royal Mail Special will secure your parcel for up to £500. mobile repair will not be held responsible for any damage in transit.

When the phone arrives at our store, it will be undergo a free inspection. If the cost of work is less than or equal to the quotation stated on this form - we will automatically go ahead with a service.

Repairs are generally completed the day they are received, although they can take up to 3 working days.

Please note that although mobile repair carry thousands of repair parts, it may be the case that we need to order parts for your repair. Our 3 working day repair window will begin once we have parts in hand. This is a rare scenario, but can extend repair times by up to 2 weeks for parts sourced overseas.

If the cost of work is more than the quote stated on this form, we will call you before starting work. Our 3 working day repair window will begin once we have received authorisation from you.

If the repair is unsuccessful there will be no charge for the time spent on the phone however there will be a £7.99 P&P fee to return the phone, alternatively we can recycle faulty devices free of charge.

When the repair is complete we will call you and take your credit / debit card payment and return your phone via next day special delivery, subject to a £7.99 P&P fee.

You can send more than one device in a single parcel, but please note, each device must be sent with its own form.

**If you need a price or any details please email on or call 02476 234 562**

**Send your device with Repair Form to**

**Phone Zone – Mobile Phones & Accessories Specialist Repair Centre,  
38 Broadgate Coventry (opp cathedral lanes),  
West Midlands CV1 1NF**

**YOUR DETAILS**

NAME
TELEPHONE
EMAIL
RETURN ADDRESS

**REPAIR DETAILS**

DEVICE MANUFACTURER
DEVICE MODEL
SERIAL NUMBER / IMEI
FAULT DESCRIPTION

**AGREEMENT**

DATE		
QUOTE GIVEN? <input type="checkbox"/>	QUOTATION AMOUNT	
I AGREE TO THE TERMS AND CONDITIONS FOUND AT MOBILEREPAIR.ORG.UK /TERMS SIGNED:		

**INTERNAL USE ONLY**

DATE IN		CRM	<input type="checkbox"/>	COMPLETE	<input type="checkbox"/>	PAID	<input type="checkbox"/>	OUT	<input type="checkbox"/>
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