

Details:

Name:

Phone Number:

Address:

Email:

Repair Details:

Device Manufacturer?

Device Model?

IMEI/Serial Number:

Fault Description:

Agreement:

Quote Given:

Quotation Amount:

Date:

I Agree to the terms and conditions found at mobiletechnicians.co/terms-conditions

Signature: _____

For Internal Use:

Date In:

CRM

Complete

Paid

Out

Important information

In order to post your device to us, please fill and print this form.

Before you ship your phone to us, make sure to remove your sim and memory card. Do not remove the battery or include any accessories of your phone like a box or any charger. We won't be liable to return any additional items.

Make sure to pack your phone properly before mailing it to us. Royal mail special will charge you about £500 and Mobile Technicians won't be responsible for any damage that is caused during the transit.

After the phone arrives at our store, a free inspection will take place in order to identify the issues of your devices. If the cost of work is less than or equal to the quotation that has been mentioned in this form, we will proceed with our services.

Although we require 3 working days but generally, the repairs are completed within the following day after receiving the device.

Please note that although Mobile Technicians has a stock of thousands of repair parts but there can be rare and certain scenarios in which we are required to order parts for your repair. Once we receive those parts, our 3 days working window will begin from that day. Although it's a very rare scenario but if that happens, the repair time can extend by up to 2 weeks because parts are sourced overseas.

If the cost of the repair is higher than the quote that has been mentioned in this form, you will receive an authorization call from us in which you will be required to authorize us for the proceedings. Once you do, our 3 days' repair window will begin.

After the repair has been completed, you will receive a confirmation call from us and we will require your credit/debit card information to charge for our services and your device will be returned to you the other day via special delivery, subject to a £6.99 P&P fee.

In case if the repair is unsuccessful due to some serious error which is beyond fixable, you won't be charged anything for that. However, there will be a fee of £6.99 P&P that you will have to pay us for shipping the phone back at your address. Alternatively, we can recycle faulty devices free of charge.

You can send more than one device in a single parcel but make sure that each device has its own form attached to it.