

Title	Cracked Screen						
Tool #	7111	Creator	David G.	Created/Update Date	8/30/2023	T/N #	23-7111-012
Description: Customer Calls About Cracked Screen							

### Step 1 - If Not Covered by Warranty

If the customer has caused the damage to the tool, the warranty is void. The customer will be responsible for the repair and shipping costs.

Repair Cost - \$89.99 + Shipping and Handling

### Step 2 - Gather Customer Information

Collect Customer Basic Information using the CSR system to provide the customer with a return authorization number. The customer will receive an email with shipping information and the authorization number.

First Last Name:  
Address:  
City:  
State:

ZIP:  
Country:  
Email:





### Step 3 - Ending the Call

Inform the customer that repairs usually take about 7 business days once the tool is received at our warehouse. If the customer wishes to inquire about the repair status, they will need to call Innova Tech Support for updates on the repair status. Please let me know if you need any further assistance or information.