

Bell Mobility in-store device repairs

Repairs in a Bell store



Device repairs

Problems with your device may be related to the settings, the device itself (i.e., broken hardware) or other factors. A simple reset fixes most issues.

For general troubleshooting, visit the [Using my device](#) support section.

If your phone isn't working and you can't troubleshoot it yourself, you can visit a [participating Bell store](#) to have your phone inspected and, if needed, sent to an authorized repair centre.

For your convenience, you can also [book an appointment](#) for an in-store repair.

What to expect during a repair

If your phone needs repair, we will:

- Determine if your phone is covered by the [manufacturer's warranty](#), or the [Bell Smart/Phone Care](#) extended warranty
- Advise you of applicable service and repair fees up front
- Provide you with a loaner phone while yours is being repaired
- Notify you of the repair progress by email or text message
- Ensure you can [track your repair online](#) at any time

Prepare for your visit

To ensure a smooth repair process, here are key steps we recommend to take first:

- ✓ Update your phone to the latest software
- ✓ Back up your phone to avoid accidental data loss (for instructions, visit our [device support section](#), select your phone and follow the link for manufacturer's support)
- ✓ Have all of your account IDs (Apple, Google, Samsung, etc.) and passwords ready
- ✓ Have an active Bell account and be the account holder (or an authorized user)

Repair fees



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