

Mobile Phone Repairs
Turn On Your Mobile Ltd
281 The Broadway
Wimbledon
London SW19 1SD



Please **PRINT** this form & **COMPLETE** it in **BLOCK** capitals, then **SEND** it, together with the part(s) being returned, to the address above.

Customer Name:			
Customer Address:			
Contact Number:	Work:	Home:	
Email address:			
Make/Model:			
IMEI Number:			
Fault Description: <i>(attach separate sheet if necessary)</i>			
Is fault intermittent?	(Y/N)	Is battery included?	(Y/N)
Quote:	£ (enter quote supplied by us)		

I understand and agree to the declaration below:

Signature:

Date:

CUSTOMER ACCEPTANCE (PLEASE READ BEFORE SIGNING)

1. I understand that if the phone is deemed 'Beyond Economical Repair' I will incur a inspection fee as agreed before sending in my mobile phone.
2. I understand that if my phone needs to be re-flashed or have a software change the unit may revert back to the network it was initially locked onto and data may be lost. Turn On Your Mobile cannot be held accountable for the unlocking of network locked phones and a separate fee may be charged for that.
3. I understand that Turn On Your Mobile LTD is not responsible for loss or damage of customized phone cases or sim cards.
4. I understand that if my phone turns out to be barred the unit will be sent back with a handling charge of £10 plus all relevant postage costs to return the unit.
5. Average 48-hour turnaround on repairs.
6. Liquid damaged repairs may take upto 72 hours to repair due to the nature of the damage.
7. We repair the problem that has come into the service centre. If any more arise they will need to be quoted separately.
8. Any phones sent in for CHARGING problems require the battery and charger to be sent also.
9. If payment is not received within 30 days, your phone will be broken down for spares.

WARRANTY

Any repair made to your equipment will be repaired at no extra cost should they fail with the same part failure within 30 days. This excludes faults relating to physical or accidental damage

For Office Use Only:

Engineer Name:		Fully Checked & Tested:	
Special Instructions:			