

FIXED ☐UNFIXABLE ☐

OFFICE USE ONLY

PLACE TICKET LABEL HERE

BE SURE TO GIVE BACK ALL

CASES, CORDS ETC TO CUSTOMER

BEFORE CHECKING IN

Device Specs

Special Orders

Type of Device: _____

Pre-Quote: _____ Call? ☐

Final Quote: _____

Overnight

Item: _____

Date: _____

Shipper: _____

REPAIR STATUS

PHYSICAL INSPECTION

TICKET NOTES

CH / LA / RH

RETURN REPAIR

LAYAWAY

ABANDONED

CANCELLED

SHIPPED OFF

Y N

Does the device power on?

☐ ☐ _____

Is the frame or housing bent?

☐ ☐ _____

Any signs of liquid damage?

☐ ☐ _____

Is the device charging correctly?

☐ ☐ _____

Is the back glass cracked?

☐ ☐ _____

CUSTOMER INFORMATION

Full Name: _____

Phone Number: _____

Call Back Number: _____

* We utilize SMS messaging for repair updates
on your device. You can opt in or out here

In

☐

Out

☐

Please circle the name of your mobile carrier:

- ☐ Verizon ☐ Straight Talk ☐ Metro by T-Mobile
☐ T-Mobile ☐ Cricket ☐ Simple Mobile
☐ AT&T ☐ Selectel ☐ Other (Please Specify: _____)

Device Passcode: _____ or

Draw your Pattern

*We use this to test your device after repairing it

What Issues are you having?

HELP US SERVE YOU BETTER!



Would you like to purchase device
protection? (Circle all that apply)

Tempered Glass

Protection Pro

Wall Plug

Case

Charge Cable

Other: _____

INSURANCE COVERAGE OPTIONS

Plan	Coverages	Cost
Basic	Covers screen battery & parts failure	5\$
Standard	Everything in Basic plus Liquid & Physical Damage	8\$
Plus	Covers everything above plus Loss & Theft	11\$
Premium	Covers everything above plus up to 25 other devices	15\$

-DEVICE ABANDONMENT POLICY

Devices left at Smart Phone Repair for over
30 DAYS after repair completion, despite
contact attempts using provided
information, are considered abandoned. A
\$15 storage fee applies. After **90 DAYS**,
devices will be disposed of per our Privacy
Policy. Unpaid balances may be recouped
using device parts.

-CHECK IN FEE

CELL PHONES/TABLETS - \$25
GAME SYSTEMS/ COMPUTERS, ETC - \$40

This fee is **NON-REFUNDABLE** in the event
your device is **unfixable**. If the device is fixable
then the check-in fee will be applied towards
your repair.

By handing us the device you are agreeing to the terms above