

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

Type of Device: \_\_\_\_\_

Pre-Quote: \_\_\_\_\_ Call? ☐

Final Quote: \_\_\_\_\_

## Special Orders

Overnight

Item: \_\_\_\_\_

Date: \_\_\_\_\_

Shipper: \_\_\_\_\_

## REPAIR STATUS

CH / LA / RH

RETURN REPAIR

LAYAWAY

ABANDONED

CANCELLED

SHIPPED OFF

## PHYSICAL INSPECTION

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? ☐ ☐ \_\_\_\_\_

## TICKET NOTES

## 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