

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 damge?  
☐ ☐ \_\_\_\_\_

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

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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