

**YOUR DETAILS**

First Name:	Last Name:
Email:	
Telephone:	
Return Address:	

**REPAIR DETAILS**

Device Manufacturer:
Device Model:
Serial Number / IMEI
Fault Description:

**AGREEMENT**

Date:	
Quote Given? <input type="checkbox"/>	Quotation Amount: <input type="text"/>
I agree to the terms and conditions found at <a href="https://irepairglasgow.com/terms-conditions/">https://irepairglasgow.com/terms-conditions/</a>	
Signed:	

**INTERNAL USE ONLY**

Date in:	<input type="text"/>	CRM	<input type="checkbox"/>	Complete	<input type="checkbox"/>	Paid	<input type="checkbox"/>	Out	<input type="checkbox"/>
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## **IMPORTANT INFORMATION**

Print and Complete This Repair Form

### **Instructions:**

1. Remove your SIM card & accessories from your phone. Please send your battery with the phone.
2. There is no need to send the original box or charger. Any additional items will not be returned.
3. Pack your phone securely and send it by recorded or special delivery to the address below. Royal Mail Special will secure your parcel for up to £500. iRepair will not be held responsible for any damage in transit.

### Upon Arrival:

- The phone will undergo a free inspection when it arrives at our store.
- If the repair cost is less than or equal to the quotation stated on this form, we will automatically proceed with the service.

### Repair Timeline:

- Repairs are generally completed on the day they are received, although they can take up to 3 working days.
- Please note that if we need to order parts for your repair, our 3 working day repair window will begin once we have the parts in hand. This is a rare scenario but can extend repair times by up to 2 weeks for parts sourced overseas.

### Cost of Work:

- If the work cost is more than the quote stated on this form, we will call you before starting the work. Our 3 working day repair window will begin once we have received authorisation from you.

### Unsuccessful Repairs:

- If the repair is unsuccessful, there will be no charge for the time spent on the phone. However, a £6.99 P&P fee will be needed to return the phone. Alternatively, we can recycle faulty devices free of charge.

### Completion and Payment:

- When the repair is complete, we will call you to take your credit/debit card payment and return your phone via next-day special delivery, subject to a £6.99 P&P fee.

### Multiple Devices:

- You can send more than one device in a single parcel, but please note that each device must be sent with its form.

### **Post your device with the repair form to:**

iRepair

10 Muir Street, Motherwell ML1 1BN

Phone: 01698 269000