

## IMPORTANT INFORMATION

### Print and Complete This Repair Form

#### Instructions:

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

#### Upon Arrival:

- Your device will undergo a free inspection upon arrival.
- If the repair cost is less than or equal to the quotation provided, we will automatically proceed with the repair.

#### Repair Timeline:

- Most repairs are completed on the same day the device is received, but may take up to 3 working days.
- Please note that if parts need to be ordered for your repair, the 3-working-day repair window will begin once the parts are received. Although uncommon, this may extend repair times by up to 2 weeks if parts are sourced from overseas.

#### Cost of Work:

- If the work cost is more than the quote stated on this form, we will contact 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 device unless a diagnostic fee has been agreed in advance for complex repairs. A £7.99 P&P fee will apply for returning the device. 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 £7.99 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:

itrepairs

Near Library, 61 High St, Paisley PA1 2AS,  
United Kingdom

Phone: +44 141 328 2049

**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?		Quotation Amount:	
I agree to the terms and conditions found at <a href="https://itrepairs.org/term-condition/">https://itrepairs.org/term-condition/</a> Signed:			

**INTERNAL USE ONLY**

Date in:		CRM		Complete		Paid		Out	
----------	--	-----	--	----------	--	------	--	-----	--