

## MAIL IN - REPAIR FORM

**PLEASE PRINT OFF, FILL IN & SEND 1 FORM IN WITH EACH DEVICE TO THE ADDRESS BELOW**

DG PC REPAIRS, 23 Melbourne Road, Chatham, Kent, ME45PD, United Kingdom

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

\_\_\_\_\_ POST CODE \_\_\_\_\_

EMAIL \_\_\_\_\_ TEL: \_\_\_\_\_

MAKE \_\_\_\_\_ MODEL \_\_\_\_\_

IMEI/SERIAL NUMBER \_\_\_\_\_ NETWORK \_\_\_\_\_

PIN OR PASSWORD \_\_\_\_\_ PATTERN

PREVIOUS REPAIR ATTEMPT ☐ YES ☐ NO WATER DAMAGE ☐ YES ☐ NO

**PLEASE REMEMBER TO REMOVE YOUR SIM CARD AND MEMORY SD CARD BEFORE SENDING**

1 \* 2 \* 3 \*  
4 \* 5 \* 6 \*  
7 \* 8 \* 9 \*

FAULT DESCRIPTION \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

QUOTATION \_\_\_\_\_

Was a quote given YES / NO via EMAIL / PHONE on \_\_\_\_/\_\_\_\_/\_\_\_\_ Price of quotation £ \_\_\_\_\_ inc VAT

**Return options - Royal Mail 3-4 Days £7.99 Insured up to £500 DPD Next Day before 12pm £9.60 Insured up to £1000**

### PLEASE READ THE FOLLOWING TERMS & CONDITIONS

1. IF WE SUCCESSFULLY REPAIR YOUR DEVICE AND IT TURNS OUT TO BE BARRED THE QUOTATION WILL STILL STAND
2. PAYMENT MUST BE MADE BEFORE DEVICE IS RETURNED (UNLESS YOU HAVE A ACCOUNT WITH US)
3. WE ARE NOT RESPONSIBLE FOR ANY LOSS OF DATA STORED ON THE DEVICE SO PLEASE BACK UP IF POSSIBLE
4. WE ONLY REPAIR THE DEVICE FOR THE FAULT STATED ABOVE IN THE FAULT DESCRIPTION, IF WE REPAIR YOUR DEVICE AND ON TESTING WE NOTICE ADDITIONAL FAULTS WE WILL QUOTE ACCORDINGLY FOR THESE FAULTS.
5. ANY DEVICES THAT HAVE BEEN REPAIRED, NOT REPAIRED OR B.E.R (BEYOND ECONOMICAL REPAIR) WILL BE RECYCLED IF THEY HAVE NOT BEEN PAID FOR OR COLLECTED WITHIN 30 DAYS.
6. PLEASE SIGN, PRINT & DATE BELOW TO AGREE TO OUR TERMS & CONDITIONS
7. WATER DAMAGED DEVICE REPAIR IS ONLY FOR DATA RECOVERY

SIGN \_\_\_\_\_

PRINT \_\_\_\_\_

DATE \_\_\_\_/\_\_\_\_/\_\_\_\_