

MOBILE DOCTOR POSTAL REPAIR FORM

IMPORTANT INFORMATION

Print and complete this repair form

Remove your sim card & memory card from your phone. Please send your battery with the phone. There is no need to send the original box, or any charger. Any additional items will not be returned.

Pack your phone securely, and send by recorded or special delivery to the address below. An Post Special will secure your parcel. Mobile Doctor will not be held responsible for any damage in transit.

When the phone arrives at our store, it will be undergo a free inspection. If the cost of work is less than or equal to the quotation stated on this form - we will automatically go ahead with a service.

Repairs are generally completed the day they are received, although they can take up to 3 working days.

Please note that although Mobile Doctor carries thousands of repair parts, it may be the case that we need to order parts for your repair. Our 3 working day repair window will begin once we have parts in hand. This is a rare scenario, but can extend repair times by up to 2 weeks for parts sourced overseas.

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

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

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

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

Send your device with Repair Form to

Mobile Doctor
163 High St, Ayr KA7 1QT

YOUR & REPAIR DETAILS

NAME	
TELEPHONE	
EMAIL	
RETURN ADDRESS	

DEVICE MAKE	
DEVICE MODEL	
SERIAL IMEI No.	
FAULT DESCRIPTION	

DATE	QUOTE GIVEN AMOUNT?
I AGREE TO THE MOBILE DOCTOR TERMS AND CONDITIONS. SIGNED:	

