

Job No: _____ Date: _____

Name: _____

Address: _____

Tel. No(s): _____ Email: _____

Make/Model: _____ Pass code:* _____

Additional Equipment/Cables/Sim Card (State Network): _____

Issue: _____

Terms and Conditions:

- 1) We will try to give an accurate completion date for your repairs; however, on occasions due to circumstances beyond our control we may not be able to fulfil this.
- 2) Whilst every endeavour will be made to ensure full recovery of a customer's lost or corrupted data, this cannot be guaranteed. The company does not accept liability for data and programs that may be held on any machine, or loss or corruption of any data whilst the machine is in the company's possession. The customer is responsible for ensuring that any data (including emails) or programs held on the machine, which are of an important or sensitive nature be fully backed up before the machine is brought into the shop.
- 3) New parts carry a 1 year warranty from the company. Second hand parts carry a 30-day warranty from the company. Receipts are given for all work carried out and are required for any work undertaken under warranty.
- 4) Payment becomes due upon completion of work. Full pre-payment is required for orders where we do not hold equipment as security. The company accepts payment by way of cash, credit or debit cards and Paypal. Cheques accepted at the company's discretion.
- 5) Once work has been completed, you will be notified. Equipment should be collected or paid for within seven days, after which time there will be a charge of £1 per day. Any items not paid for or collected within 90 days of work completion date will be disposed off.
- 6) There is a £15 charge (plus P+P if any) if the back/casing has to be opened to diagnose the problem; however, this is waived if the repair is completed by us.
- 7) All phones, tablets and media players may have to be reset to factory settings depending on the repair. It will be the customer's responsibility to ensure these are backed up before repair starts.
- 8) * Providing the passcode or sim card is not essential, however without these we are unable to test all functions. In the event a function not working e.g. Camera, WiFi Signal etc. The device can be returned but the carriage costs would be the customers responsibility.

Customer's Signature: _____

