Equipment Repair Booking Form CB

Customer Name:		Contact Tel: No.	
Address & Postcode:			

Make/Model of device:		Lock/PIN Codes:		
IMEI		Warranty Repair?	Yes	No
Other Serial No		Warranty Valid to:		
Samsung Serial		Proof supplied?	Yes	No

Fault Description / work required						Summary of work done
Additional Items	SIM	Mem Card	Battery	Charger	Others	QC Check
Returned to Customer						
Retained by Julecom						Loan

1) **Where warranty is found to be void due to age of the device, unauthorised repair, physical / liquid damage or use of non approved accessories then warranty repair will be declined. A chargeable repair may be possible for which a quote will be issued.**
2) **A repair quote does not always mean that the equipment can be repaired, but that will be the price if repaired, unless re-quoted.**
3) **Customers are responsible for back up of all important data. (contacts, images, applications, etc) Julecom will try to retain/recover data during repair but cannot accept any responsibility if any or all is lost during the repair process.**
4) **If the phone proves to be un-repairable due to existing faults/damage, then the faults may get worse due to the repair process.**
5) **Units not collected after 12-months may be un-repaired, sold or otherwise disposed of to recover our costs.**
6) **If a device is not repairable by Julecom it may be sent to the manufacturers higher level repair centre where it may be repaired or exchanged within the terms of the product warranty. A handling fee of up to £25 may be payable in the event of undisclosed damage or unauthorised repair.**
7) **Customer data may be passed on to manufacturers for customer satisfaction survey purposes unless customer declines.** **Declined:** ☐

Booking In

Customer sig.	
Julecom sig.	
Date	

Repair Complete

Customer Advised	
Quoted Amount:	£
Amount Due	£

Return to Customer

Customer sig.	
Julecom sig.	
Date	

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