



Fixtronic Scotland
Grigorhill Industrial Estate
Granny Barbour's Road
Nairn, IV12 5HX
Tel: 01667 258090 Mob: 07979977502
Email: fixtronic@live.com

Postal Repair Form (page 1)

YOUR DETAILS

Full Name: _____

Address: _____

Post Code: _____ Tel no: _____

Email: _____

DEVICE DETAILS

Make _____ Model _____
(Apple, Samsung, Dell...) (iPhone 8, Galaxy S9 Edge, Inspiron 1510..)

If applicable:

Network _____ Operating System _____
(02, ee, vodafone..) (Windows 10, Android 8.1, iOS12..)

Login/screen lock passcode: _____

Sim included YES NO

USB cable included YES NO

SD included YES NO

Charger included YES NO

Do you have a backup of your data? YES NO

Description of fault(s) _____

CONFIRMATION

Declaration: I hereby request that Fixtronic Scotland take temporary possession of the above stated device to provide me with a quotation for repair. I understand that some repairs carried out may



invalidate any manufacturer warranty, and that should I refuse the price quoted for repair, I undertake an assessment and postage charge for returning the device to my possession. *Please read our full terms and conditions on our website at*

www.fixtronic.co.uk

Signed: _____ Date: _____
Fixtronic Scotland

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Postal Repair Form (page 2)

What to do now?

1. Where possible, please fully charge your device and switch it off. (If your device has been water damaged, do not charge or power on).
2. Please include your charger/power cable especially if your device has a charging/powering fault.
3. Package your device securely in its original box if possible, to prevent further damage in the post.
4. Post it to us at the above address along with page 1 of this form by Signed for or Special delivery (check with your post office/courier to ensure the value is covered).
5. That's it....you're done!

What happens when it gets here!

1. We will contact you to let you know your device has arrived safely.
2. We will test and diagnose the fault and contact you with our results.
3. If you are happy with diagnosis and quotation for repair we will aim to repair your device within 2-3 days (subject to availability of parts).
4. Once the repairs have been carried out and tested, we will contact you to request payment via PayPal, bank transfer or credit/debit card.
5. Once payment has been made (and cleared) we will ensure your device is returned to you via the agreed postal service that best covers your item and provide tracking information.

Thank you!

We value every customer that calls, texts or comments about us and always aim to provide you with a first class service. If you have any issues or queries about your repair, then please do not hesitate to contact us.

You can let others know of your experience with us by leaving a review on our facebook page at www.facebook.com/fixtronicscotland

Thank you for your custom!

Fixtronic Team!