

repair form

your details

Name:

Address:

Contact tel. number:

E-mail:

24 hr express repair service required
(£9.95 charge applicable)

YES/NO

How to send your phone in for repair

Step 1 – All data on the handset should be backed up as many repairs result in the reprogramming of the handset. Remove your SIM card and memory card from the phone as we do not require these. Only send the charger if the fault is charging related.

Step 2 – Print off this form, complete the details and include it in with the phone. If you do not have a printer please include the details as per the form with the phone.

Step 3 – Package your phone securely as FoneFix cannot be held responsible for loss or damage whilst in transit. We recommend that you utilise a secure facility to send your phone in for repair.

Step 4 – Once your phone has been received it will be assessed and checked for warranty. After repair, a member of our team will contact you for payment of any applicable repair charges plus £5.95 to cover return postage and packing.

your phone's details

Mobile make:

Model number:

Network:

IMEI number:
(15 digit serial number on your phone. Can also be found by dialling *#06#)

Fault Description:

Promotional code (if applicable):

important information

- FoneFix cannot be held responsible for loss of data on a phone sent for repair
- Do not send SIM cards, memory cards or non fault related accessories
- Package your phone carefully as FoneFix are not responsible for damage caused during carriage
- All phones deemed to be Beyond Economic Repair will be subject to a £10.00 charge plus £5.95 return postage if required