

Your Name	Your Email
Contactable Number	If eBay username
Model, Colour, Network & GB	IMEI Number
Order Date	Order or Website Ref Number
Description of Fault or Repair Required	Your address and Postcode

To be able to test your device fully, remove your passcode or enter it here =

Follow the Instructions below to send in your device for a repair

1. Fill out the repair form correctly with your details, along with your eBay ID or website ref order number
2. Send this form with your device to the above address. Send it with a service that requires a signature so to avoid any issues with us not receiving the device, "1st or 2nd class signed for" or "Special delivery" is a good option
3. Make sure to have backed up and saved your data (If possible)
4. Once we receive your device we will enter all your details into our system (if ordered via our website) and you will be notified of the progress. If you have ordered from eBay we will notify you by eBay message system
5. Once the repair is completed your device will be shipped by "Royal mail 1st Class Signed for Service" unless you have chosen another service