

**"Repair Form"**

Date: / /

Dealer Code: \_\_\_\_\_

Receipt No: \_\_\_\_\_

**Customer to fill**

Full Name: \_\_\_\_\_  
 Company: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Suburb: \_\_\_\_\_ Post Code: \_\_\_\_\_  
 Phone: \_\_\_\_\_  
 Mobile: \_\_\_\_\_  
 Email: \_\_\_\_\_

**Fault Description**

No Power       Battery Fault       No Signal  
 Freezing       Joystick       Ringer  
 Display       Microphone       Earpiece  
 Keypad       Reception       Software  
 Housing       Intermittent  
 Others: \_\_\_\_\_  
 Comments: \_\_\_\_\_

**Repair Type (If warranty please send receipt)**

Warranty     Non Warranty     Repeat

**Handset**

Make: \_\_\_\_\_ Model: \_\_\_\_\_  
 IMEI: \_\_\_\_\_  
 MSN: \_\_\_\_\_  
 Pin/Lock: \_\_\_\_\_

Accessories:  B/C     Batt     Charger     H/Free

**Conditions of Handset**

Other

Housing Damage     Scratches     Dents  
 Marks on LCD     Missing parts     As New  
 Other

**Repaired**

**Q & A Checklist**

**Tested**

PCB     Other     Completed     Ok

**Loan Phone**

LP No: \_\_\_\_\_ Make: \_\_\_\_\_ Model: \_\_\_\_\_

Payment Type     Cash     Card

Amount \$ \_\_\_\_\_

Charger     Case     Head Set

(\$50 Minimum deposit - No exceptions)

\$40 refund. Note; If the phone is damaged or lost charges apply.

**Quote**

Estimated Quote: From \$ \_\_\_\_\_ to \$ \_\_\_\_\_

Repair if under \$ \_\_\_\_\_

Quote     Approved     Unrepaired

Completed

**Tech ID:** \_\_\_\_\_

Est Repair Date Completion    /    /    Repair charge \$ \_\_\_\_\_    Booked in by \_\_\_\_\_

**Terms and Conditions:**

- A) SCR will provide a free estimate verbal quote or a PC generated quote for \$45.
- B) Priority repairs incur a flat fee of \$25 for an Express Service, and this allows our technicians to start working on your repair within 1-2 hours (upfront fee non refundable).
- C) Please note no guarantees can be given for lost records during the repair process. You must back up your data. Ask SCR for our back up of data service offer. I do not hold SCR's responsible for any financial loss for lost records or delay in repair lead times.
- D) The Uncollected Goods Act states, "If any repair is left on our premises for more than one month, with no correspondence from the owner and after, a letter, email or text is sent then the unit will be disposed of to recover costs i.e, spare parts, labour and storage. In the event that the unit has not been disposed of then a storage retrieval fee of \$ 45 applies, this fee is added to any initial non-warranty fee".
- E) If a phone is in repairs as a warranty repair, and is then rejected due to physical damage and or liquid ingress then a standard labour fee of \$45 applies. This fee will be waived if the repair quote is approved.
- F) Once a non warranty repair has been approved, and then there is a change of mind, a standard \$45 quote rejection fee applies.
- G) There is strictly no warranty on all phones repaired for liquid ingress; and there is a one month warranty on all other non warranty repairs for the reported fault only.
- H) Laptop Repairs. All repairs are covered for fault repaired for one month but no warranty is given for any return repairs that are software or hardware issue's that are caused by viruses, malware and adware. It is the customer's responsibility to ensure that they have adequate virus protection.
- I) I agree not to hold Sydney Cellular and the Drop off Point for any liabilities incurred during and after repair process.

By signing I agree to all SCR's terms and conditions.

Name: \_\_\_\_\_

Signed: **X**

Date: \_\_\_\_\_