

Repair Form

Step A – Please ensure that you have saved your Names and Numbers, Pictures, Videos, Ringtones and any other data stored on your handset.

Step B – Print off this repair form, Complete the relevant details, and supply a copy with your phone. **KEEP A COPY FOR YOUR RECORDS.**

Step C – Ensure that your handset has been packaged correctly and securely. (Civic Telecom cannot accept any responsibility for loss or damage whilst in transit).

Customer Details	
Name	<input type="text"/>
Address	<input type="text"/>
Postcode	<input type="text"/>
Contact Number	<input type="text"/>

Equipment Sent	WARNING
Phone <input type="checkbox"/> Battery <input type="checkbox"/> Charger <input type="checkbox"/> Headset <input type="checkbox"/> Other <input type="checkbox"/> If other Please state <input type="text"/>	Do not send SIM Cards and Memory Cards. These will be destroyed on delivery

Handset Details	
Nokia <input type="checkbox"/> Samsung <input type="checkbox"/> BlackBerry <input type="checkbox"/> iPhone <input type="checkbox"/> Other <input type="checkbox"/> Model <input type="text"/> Network <input type="text"/>	
IMEI Number	<input type="text"/>
This is located on the reverse of the handset under the battery.	
Fault Description:	<input type="text"/>
Is your fault intermittent?: Yes <input type="checkbox"/> No <input type="checkbox"/>	Please be clear and precise with descriptions to aid our engineers in the repair process.

Declaration	
Civic Telecom cannot accept responsibility for any information lost on your phone, or memory card, during the repair process. I also understand that any phone, or accessory that has been subject to liquid damage, physical damage, or found to have unauthorized engineering cannot be repaired within warranty, Please refer to the back of your user guide for warranty terms and conditions.	
All phones deemed to be Beyond Economic Repair will be subject to an inspection fee of £10.00. This also includes estimate refusals.	
I confirm to have read and agree with the declaration and authorize Civic Telecom to carry out the repair.	
SIGNATURE	DATE
<input type="text"/>	<input type="text"/>