



CELLPHONES - REPAIR FREEPOST FORM

*required

*Name

*Address

*Postcode

*Date

*Contact Name

*Email Address

*Mobile/Home Number

*IMEI Number

THE IMEI IS A 15 DIGIT NUMBER THAT CAN BE FOUND UNDER THE BATTERY ON THE BACK OF YOUR MOBILE PHONE

*Product Code

THE PRODUCT CODE IS A 7 DIGIT NUMBER THAT CAN ALSO BE FOUND ON THE LABEL ON THE BACK OF THE PHONE

*Operator

I.E. ORANGE / VODAFONE / O2 / 3 - IMPORTANT FOR SETTINGS

*Full Description of The Fault
(or state if you are sending the phone to be recycled – Thank You)

*Where did you hear about us

TICK HERE IF YOU REQUIRE A SOFTWARE UPGRADE ONLY

PLEASE READ THE FOLLOWING INFORMATION CAREFULLY:

- 1) Back up the phone book memory and user data (to sim/memory card or PC) as we cannot guarantee this information will be saved.
- 2) Take out your Sim Card and Memory Card, and retain these - we do not accept responsibility for any cards sent to us in error.
- 3) Obtain proof of postage (Free of Charge from the Post Office) when sending your handset. Ensure the handset is packed in a manner that protects the phone.
- 4) If possible, please include a copy of your proof of purchase. If the unit is out of warranty on our system a proof of purchase will be required.
- 5) Any out of warranty phones (Inc. Liquid or damaged) will not be repaired and there will be a charge of £10 to return the handset.
- 6) Send the phone and a copy of this form, free of charge to:

**FREEPOST RRRZ-RALJ-EERT
CELLPHONES DIRECT
35 SOUTHGATE STREET
GLOUCESTER
GL1 1TX**

**WANT TO CHECK A PHONE IS IN WARRANTY OR
GET A QUOTE FOR AN OUT OF WARRANTY HANDSET REPAIR?**

CELLPHONES HELPLINE NUMBER : available on our website

CELLPHONES EMAIL HELPLINE: nokiarepairs@cellphones-uk.co.uk

Check your repairs status at www.nokiarepairs.net or www.samsungrepairs.net

PLEASE KEEP A COPY OF THIS FORM FOR YOUR INFORMATION
PLEASE NOTE THAT IF A PHONE HAS PHYSICAL / LIQUID DAMAGE
IT IS NOT COVERED BY THE WARRANTY

(Terms & Conditions apply, see above websites for more details)