



Repair Service Customer Submission Form



Wellington Park Business Park Phone: 028 90 600808
3 Wellington Park Email: repairs@tgs-ni.com
Belfast
BT9 6DJ

Get your mobile phone repaired

Please print out this form, fill out your details and send it or drop it off together with your phone at the address above.

Date:

Title: Mr / Mrs / Miss / Ms		Customer Name:	
Address:			
Home Number:		Work Number:	Mobile Number:
Phone Type / Model No:			
Security or Pin Code:			
With Battery: Yes / No		With Sim Card: Yes / No	
IMEI No: (15 digit number on back of phone)			
Agree Repairing Cost:			

Problems of the Device:

Terms & Conditions

The Gadget Specialists will not be responsible if the phone has been physically damaged or has liquid ingress prior to handling. We will only be responsible for the requested repair areas. We will not be responsible for the lost or damage to any phone that has not been picked up within 30 days of first date left with us.

Liquid Damage: Phones which are faulty due to liquid ingress will have only 30 days warranty on the specific component fixed/replaced or work done (i.e.; no warranty for the failure of any additional components at a later stage). Furthermore, due to possible progressive corrosion, The Gadget Specialists accept no responsibility for any further faults which occur during the time between the quotation and the commencement of repairs.

PLEASE NOTE that there is NO WARRANTY on a phone which has ever been dropped in water.

Settings and Data: Backup your Data. It is very important that you save any data to your personal computer / sim card. Please be aware that during the process of assessment, diagnosis and repair, it is possible that all of the user software settings and data will not be lost, however it is best to be saved off your phone in the rare of event that it is lost. Please assume that all data will be lost when sending your product to us. The Gadget Specialists accepts no responsibility for such losses.

Postage: Postage applies to the repair of product that will be post to The Gadget Specialists and/or require to return by mail. The Gadget Specialists will notify customers of the postage fee upon quotation of the job. In the rare event of a lost phone in transit, The Gadget Specialists does not take any responsibility for lost/stolen goods in transit, all inquires need to logged with Royal Mail

Warranty: The Gadget Specialists Repair Warranty applies where the exact same fault occurs or the replaces component fails within 2 months of repair. A 2-month warranty on parts & labour will apply to all repairs completed. A 30-day warranty applies to repair of liquid damaged phones.

The Warranty is Void: Upon return of the phone, if the The Gadget Specialists repair warranty label is tampered in any way whatsoever, or if any other party attempts repairs on the phone, or if the phone has been physically or liquid damaged, the warranty is void.

No Warranty: The Gadget Specialists does not provide any warranty for the installation of any spare parts supplied by the customer. Labour charges will apply for the un-installation of spare parts where the spare part installed was not supplied by The Gadget Specialists. Labour charges may also apply for any cancellation or reversals of repairs after confirmation to proceed with repairs has been given. Terms and Conditions of Diagnosis and Repair

Right Reserved on Unpaid / Uncollected Products

Mobile Essentials reserves the right to dispose of products and/or sell the phone 30 days after notification of completion of repairs if the service fee is unpaid and/or if the products are not collected in this time.

I have read and accept Mobile Essentials Terms and Conditions

Customer's Signature	Date