



Austin CPR® Customer Data Sheet

Print This Page Out, Fill It Out, and Ship It Along With Your Cell Phone

Help us to help you. Provide the following information as best as you can.

NAME _____
 EMAIL _____
 MAILING ADDRESS _____
 CITY _____ STATE _____ ZIP _____
 CONTACT # (____) _____ ALTERNATE# (____) _____

PHONE INFORMATION :

Make: _____ **Model:** _____ **Color** _____

What is the IMEI or ESN# _____

*The IMEI is a 15 digit Code and the ESN is an 11 digit code normally present on a sticker under the battery.

DESCRIBE PROBLEM(S) WITH YOUR PHONE:

IMPORTANT PLEASE READ AND SIGN BELOW:

1. PLEASE DO NOT SEND ANY OTHER ITEMS WITH THE PHONE(e.g. SIM card, SD card, charger, etc) ONLY send the phone, battery and battery door. Atlanta Cell Phone Repair cannot and will not be held responsible for any extra items you send that we do not request.
2. Also important: Please arrange for proof of delivery with your shipper for your records. This will reduce your need to call us to get an update before we have actually gotten very far with our work. Our technicians need to spend their time repairing and testing customer phones; handling PREMATURE customer calls will slow down their progress on your phone and those of other customers. Please understand.
3. Cell phones left with us past 30 days will be disposed of as we see fit. We make every attempt to contact customers who have not arranged to receive their phones; if we have your current contact information (both email and phone number) we will contact you and arrange for delivery of your phone. Be sure the contact information you provide us is current.
4. LIQUID DAMAGED phones are subject to different repair conditions. ALL phones being sent to us are inspected for water damage. You must initial beside the conditions listed below when sending us ANY phone:

_____ I understand that my electronic device may have sustained liquid damage and that this may have rendered my phone inoperable or partially operable. I understand that damage caused by liquids has voided my "warranty."

_____ I am submitting my equipment to CPR so that they may attempt to repair the full functionality of my device. I assume ALL RISK involved and realize that the condition of my phone may degrade before, during or after the repair process because of damage caused by liquid. I also acknowledge that I may lose any data that is on my phone when I send it in for repair if, in fact, the damage to the device was caused by liquids.

_____ I understand that the cleaning, testing, and repair provided to me for my liquid damaged phone by CPR holds no guarantees or warranties.

When we get your phone, we will evaluate it and call you with a FREE estimate as quickly as possible. FREE return shipping applies **ONLY** for phones that we repair for you. If the phone, for any reason, is not repaired you will be charged \$15 for return shipping. Remember it is the estimate (the evaluation) that is free. Shipping is free **ONLY** if we repair the phone.

Return shipping is \$15 for phones not repaired.

Thanks for your understanding and for your patronage.

The Staff at Austin CPR® Cell Phone Repair

Please Sign Below

Signature

Date

WHEN SHIPPING YOUR PHONE PLEASE REMEMBER TO REQUEST DELIVERY CONFIRMATION FROM YOUR CARRIER !

PAYMENT INFORMATION

CREDIT CARD INFORMATION*: _____ MasterCard ___ VISA _____ American

Express

Card Number: _____ Expiration Date _____ CVS Code _____

Name as it appears on card: _____

Please Sign Below if you authorize Cell Phone Repair of Austin – Snipwire Wireless to charge you using the Credit Card above for services.

Signature

Date

***Note: Credit card information is only required for RUSH Repair Service**

We provide FREE estimates. If you choose not to have your phone repaired we will ship it back.

If you choose not to have us repair your phone a \$15 shipping & handling fee applies.

If you elect not to pay to have your phone returned within 30 days the device becomes our property and we will dispose of it as we see fit.

Our Mailing Address

CPR Cell Phone Repair
10805 N Lamar , Suite H
Austin TX, 78753