Mail-in repair form

Fill this in clearly in BLOCK CAPITALS and put it inside the parcel with your device.

0151 388 0365 · hello@techtroverepairs.co.uk · techtroverepairs.co.uk

Your details

Full name

Phone

Email

Your reference from our quote (e.g. #1042)

Return address (where we post it back to), including postcode

Your device

Make and model (e.g. Nintendo Switch Lite, iPhone 13)

Colour

What's wrong with it? When did it start, and has anything been tried already?

Anything else in the parcel (case, charger)?

Passcode or PIN (best sent by message)

Please confirm

- [ ] I'll cover postage both ways, and I'll pay for the repair before my device is posted back.
- [ ] I've removed my SIM and memory cards (Find My can stay switched on).

Signed

Date

Before you post it

Message us first for a quote and the address to send it to. Back up your data if you can. Pack it well with padding, and use a tracked, insured postal service. Keep your tracking number.

Please read before posting

1. Your device is your responsibility until it reaches us, so use a tracked, insured service. We can't accept liability for loss or damage in the post.
2. Repairs carry a 90-day warranty on parts. It doesn't cover physical damage, and there's no warranty on liquid-damaged devices.
3. Devices with liquid damage or earlier repairs can have hidden faults that only show once they're opened. We'll tell you before doing any extra work.
4. Repairs can sometimes put data at risk, so back up anything important. We don't access your data beyond what's needed to test the repair.
5. If you don't go ahead after the quote, or it can't be repaired, we post it back once the return postage is paid.
6. If it's still unpaid 90 days after it reaches us, we may wipe and sell it, or use it for parts, to cover our costs. We'll always message you first.