Shoe Repair Ticket

Shop name & phone:

No.

Date: ____ / ____ / _____

1 CUSTOMER

Name	Phone

Contact me by
☐ Phone ☐ Text ☐ Email ☐ Other (_____)

Email / best time to reach

2 ITEM

Item
☐ Shoes ☐ Boots ☐ Sandals ☐ Bag ☐ Belt ☐ Other

Brand, color, size

Pairs / pieces

Marks to tell it apart (lining, stamps, initials)

Work requested
☐ Heels ☐ Half soles ☐ Full soles ☐ Stitching ☐ Zipper ☐ Stretch ☐ Polish ☐ Dye ☐ Other

Left with the item
☐ Shoe trees ☐ Insoles ☐ Laces ☐ Box ☐ Dust bag ☐ Other (_____)

3 PROBLEM AND REQUEST

Problem (in the customer's own words)

Request
☐ Repair ☐ Estimate only ☐ Rush ☐ Mail back to me ☐ Other (_____)

Budget limit
$

4 CONDITION AT DROP-OFF (checked with the customer)

☐ Scuffs ☐ Cracked leather ☐ Stains ☐ Worn lining ☐ Loose sole ☐ Broken zipper ☐ No other issues

Where and how bad

Checked by

5 ESTIMATE AND DUE DATE

Rough estimate
$

After the estimate
☐ Call me before work starts ☐ Go ahead up to $_____

Approved on
____ / ____

Ready by
____ / ____

Picked up on
____ / ____

Payment
☐ Cash ☐ Card ☐ Deposit $_____ ☐ Other

6 STAFF, PROGRESS AND PICKUP

Taken in by

Repaired by

Progress (tick when done)
☐ In ☐ Estimated ☐ Approved ☐ In repair ☐ Done ☐ Notified ☐ Picked up

At pickup (with the customer)
☐ Claim ticket number matches ☐ Work checked together ☐ Everything left with us returned ☐ Paid

Handed over by

7 PLEASE READ

1. If the repair will cost more than the estimate, we will contact you before doing any extra work.
2. The condition of your item at drop-off is noted in section 4. If we find other problems during the repair, we will let you know.
3. Items not picked up within _____ days after we tell you they are ready are handled according to our shop policy.
4. Leather color and feel can change slightly with cleaning, conditioning or dyeing.

I have read the above. Customer signature

Shop notes

CUT HERE — customer's claim ticket below (bring it to pick up your item)

Claim Ticket (customer copy)

Shop name & phone:

No.

Date: ____ / ____ / _____

Name

Item

Rough estimate
$

Ready by
____ / ____

We'll contact you by

Condition noted together at drop-off

If the repair will cost more than the estimate, we will contact you before doing the work. Items not picked up within the period in our shop policy are handled according to that policy. Please bring this ticket when you pick up your item.

Shoe repair ticket template — repairkarte.com/en/for/shoes (free to edit and use in your shop)