# Phone Repair Ticket

Shop name & phone:

No.

Date: ____ / ____ / _____

## 1 CUSTOMER

| Name | Phone |
|---|---|
| Contact me by<br>☐ Phone ☐ Text ☐ Email ☐ Other (_____) | Email / best time to reach |

## 2 ITEM

| Device (make and model) | Color / storage |
|---|---|
| IMEI or serial number | Passcode (only if needed for testing) |

Before we start

☐ Backed up ☐ Activation lock off ☐ SIM removed ☐ Memory card removed

Left with the device

☐ Case ☐ Screen protector ☐ SIM tray ☐ Charger ☐ Other (_____)

## 3 PROBLEM AND REQUEST

Problem (in the customer's own words)

| Request | Budget limit |
|---|---|
| ☐ Screen ☐ Battery ☐ Charging port ☐ Camera ☐ Liquid damage ☐ Diagnosis only ☐ Other (_____) | $ |

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

☐ Cracked glass ☐ Scratches ☐ Bent frame ☐ Liquid indicator red ☐ Won't power on ☐ No touch ☐ No other issues

| Where and how bad | Checked by |
|---|---|

## 5 ESTIMATE AND DUE DATE

| Rough estimate | After the estimate | Approved on |
|---|---|---|
| $ | ☐ Call me before work starts ☐ Go ahead up to $_____ | ____ / ____ |

| 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) | Handed over by |
|---|---|
| ☐ Claim ticket number matches ☐ Work checked together ☐ Everything left with us returned ☐ Paid | |

## 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. Data and settings may be lost during repair. Please back up first. Devices with liquid or impact damage can fail further during or after repair.

| 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<br>$ | Ready by<br>____ / ____ | 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.

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