Phone 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

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 $	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.