

Repair Intake Form

Shop name & phone: _____

Date: ____/____/____

No.

1 CUSTOMER		
Name		Phone
Contact me by ☐ Phone ☐ Text ☐ Email ☐ Other (_____)		Email / best time to reach
2 ITEM		
Item type	Brand / model	
Color, marks, serial number (enough to tell it apart from similar items)		Quantity
Left with the item ☐ Case ☐ Box ☐ Warranty card ☐ Cable / charger ☐ Manual ☐ Other (_____)		
3 PROBLEM AND REQUEST		
Problem (in the customer's own words)		
Request ☐ Repair ☐ Estimate only ☐ Inspection ☐ Other (_____)		Budget limit \$
4 CONDITION AT DROP-OFF (checked with the customer)		
☐ Scratches ☐ Chips / cracks ☐ Dirt / rust ☐ Bent / warped ☐ Does not work ☐ Missing parts ☐ No visible 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 stub number matches ☐ Work checked together ☐ All accessories 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. Data and settings on electronic items may be lost during repair. Please back up anything you need first.		
I have read the above. Customer signature		Shop notes

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

Claim Stub (customer copy)

Shop name & phone: _____

Date: ____/____/____

No.

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 stub when you pick up your item.		