



## Postal Instructions

At Phone Ninja, we understand that finding a good repairer in remote areas is near on impossible; this is why we offer a Mail in service.

1. Call Us On **1300 03 03 96** for a quote & check parts availability. Please Fill out pre approved spend amount on next page. If the quote needs to change upon inspection we will call you.

2. Backup the Data for your Device before sending. We are not responsible for data loss.

3. Remove the Sim card & any memory SD cards from the phone. Do not send any accessories or products boxes with the device unless required for the repair, it may cost more to send them back.]

4. Please fill in the form on the next page.

5. Package the device along with the form. Please ensure that you pack it carefully with bubble wrap or equivalent as we will not be held responsible for damage caused on route to us.

6. Post or Courier your device to:

Phone Ninja  
U2 / 8 Yampi Way  
Willetton 6155

We recommend that you use registered post or similar service as you will be able to track the package.

7. We will send back with our preferred courier, so please don't send empty satchels as we will send these back to you unused.

8. Once we have the job, we will inspect and repair the item unless further quoting is needed. for work not pre priced we will confirm the quote with you before proceeding with the repair.

9. Upon job completion we will contact you for payment via Credit Card or Bank Transfer. (Bank transfers can take several days to clear, so please understand that the job cannot be released until payment clears)

10. We have several Prices for return shipping:

-Standard size package to Residential address (e.g. street address) \$20.

-Standard size Package to POBOX & some Country towns \$35.

Larger packages (such as Ipads/Consoles/Laptops) may have additional fees. Standard size packages are suitable for devices such as phones and up to 1 tablet.

11. Enjoy Your Repaired Device.



## CONTACT INFORMATION

First Name:	
Last Name:	
Street Address:	
City/Suburb:	
State:	
Postcode:	
Phone:	
E-mail Address:	

## PRODUCTS

Model:	
IMEI Number:	
Network Carrier:	
Fault Description:	
Please Provide Pass Code:	
Pre Approved Repair Cost:	

### Terms & Conditions

1. During the process of repair, some or all of your stored data may be lost. Please ensure that you have saved this data elsewhere prior to repair. You should backup your data before dropping off your phone / device to us. We are in no way responsible for any data loss because of damage, loss, theft, intermittent issues, or any other reason whatsoever. Data includes contacts, photos, apps, music, and any data stored on the phone / SIM / memory. If any of the above scenarios occur your phone will be replaced for a similar quality item. Look below for more details.
2. Sadly no data whatsoever is recoverable. There is a chance of damage with any repair / jailbreak / unlock and you the customer recognize & agree to this risk. You also acknowledge that there is always a chance of new symptoms developing after your job is received. Phone Ninja and all parties concerned are not liable for any loss of your data, information, and purchased or non purchased content in anyway, shape or form. It is the customers responsibility to make a backup of their data before bringing the item in for repair or servicing. We take no responsibility for any data loss whatsoever.
3. Most jobs are booked in with a quote fee as specified above. The quote fee is payable at either drop off OR pickup of the job at our discretion. Any quote fee paid is taken off the final price of the repair & quote fees paid in arrears are waived on successfully repaired jobs so the quote fee is only applicable if the job is not repairable or if the customer decides not to go ahead with the repair. If the part required is not able to be sourced then the quote fee is waived OR refunded. Not all jobs are always repairable. If the customer doesn't wish to pick up the job & therefore not pay the quote fee, then we Phone Ninja reserves the right to recycle the item.
4. All Repairs / Jailbreaks / Upgrades may void the original manufacturer's warranty. Please contact the manufacturer for more information.
5. You agree that after 60 days we will recycle your item in order to recover costs. After 30 days if your item is not picked up you will be charged Storage costs of \$25 per month.
6. We are not responsible for any memory cards, SIM cards or any other peripheral whatsoever allegedly left with us or in your phone or item. If an item is left with us for testing ie. a game or hard disk make sure the item is sighted, and signed off by our staff.
7. Only the part repaired & the labour for the part replaced is covered under our warranty. This means that if you have a iPhone LCD repaired and you're iPhone stops reading SIM cards then this is not covered under warranty. In this case of course only the LCD screen is covered under warranty, not the whole phone.
8. It is your responsibility to check your phone's IMEI, it is not our responsibility to check if your phone is blocked by a carrier either now or in the future. Furthermore a unlock will not unblock your phone.
9. You agree to the above repair price stated in the Product Information section. If you contact us before your job has yet been worked on, then you will be required to pay the quote fee also specified in the Product Information field on this agreement.
10. Warranty repairs will only be given if the original receipt is presented.
11. While we treat your data with the utmost respect you agree that any user-generate data on your phone or device may be viewed, copied, or backed up for testing or safety reasons. We do not share your data with any third parties. If you have private data on your device please delete it before bringing it in for repair

I have read & fully understood the terms & conditions relating to my item being repaired or serviced.

Name:

Signature:

Date: