

CUSTOMER

Name:

Phone:

ok to Text

Other Phone:

ok to Text

Referred By:

DEVICE

Date & Time

Device Name & Issue

Model Number

Serial

Brief of Issue

Device Password

DOA

1. BATT 2. CP
3. WD 4. LB

UL SERVICE

1. FRP 2. UL
3. BLACKLIST

MAIL IN
REPAIR

Device Photos

BEFORE | AFTER

\$ Agreed

\$ Paid

Payment Method

Signature

System Ticket

TERMS OF SERVICE

technologyrepairstore.com/service-waiver/



System Ticket

Authorize Repair –

By making a payment the customer authorizes Technology Repair Store technician(s) to perform repair work their electronic device. The customer understand that Technology Repair Store technicians have been trained to perform work on electronic devices but Technology Repair Store is not an authorized service dealer. Further, The customer agrees to release, indemnify, and hold Technology Repair Store from liability for any claims or damages of any kind or description that may arise from any repair work performed on the customers electronic device.

When a device is physically damaged, the replacement of the physically damaged part/s itself should restore the device in its original working order, however, what is visible may not be the only issue with the device and other issues may surface upon further inspection. Technology Repair Store's Team Members will not be responsible for the additional cost, but at such time will first communicate with customer before proceeding. Including findings such as water damage.

Customer Participation –

Once a repair is checked in at anytime customer/third-party diagnostics or repair participation will void any contract between Technology Repair Store & The Customer. All payments will be non-refundable. **Upon the beginning of a repair either parts are ordered and/or disassembled and/or attached to a device. So that all troubleshooting process are singular the practice of third party participation or customer taking control with their insights is not allowed as it will hinder or affect quality along with progress of a repair. If the customer chooses to walk away with their property/device without the completion of repair, Technology Repair Store will not be held responsible for any refund or warranty.**

Data Loss & Backup –

The customer understand that Technology Repair Store is not responsible for any data loss, which may occur as a result of work done on their electronic device. The customer also understand that they have the option to, and are responsible for backing up the device before allowing any repair to be performed on the device to insure against data loss in the event of hardware or software failure.

Privacy & Security –

The customer understands that Technology Repair Store will not browse through any personal, private or confidential information or data; however, technicians may inadvertently see data during the course of their work. The customer understand that any confidential data should be removed from the device prior to having repair work performed on the device

Voiding Manufacturer Warranty –

The customer understands that repairs or technical support performed by Technology Repair Store may void manufacturer warranties, especially in the case of Smartphone/Tablets or Computer device repairs. Technology Repair Store and its affiliates do not assume any liability or warranty in the event that the manufacturer warranties are voided but may, at its sole discretion, offer its own warranty on the parts and/or services performed.

Limited Lifetime Warranty –

The customer understands if the premium and tested part installed by Technology Repair Store marked by their supplier is damaged due to use or another entities engagement it will no longer qualify for warranty. Technology Repair Store uses only the tested premium parts that are again tested before a repair is completed for full functionality. If the part installed does not function as it is supposed to or is defective it will be replaced at no extra charge. Limited Lifetime Warranty is void for parts not ordered by Premium Suppliers for repairs on non-flagship devices. Our warranty is void if we find signs of water damage (during/after repair) or other third party technicians have worked on device are the repair. *Ask team members to qualify each repair for warranty before starting repair.*

Payments & Fees –

The customer understands that parts and labor are billed separately. At all times, labor charges, due to hours of work expended cannot be reclaimed, are non-refundable. Payment for labor is always due upfront unless the repair scenario is routine/common, such as, screen replacement, then part charges are due upfront as-well. **If additional parts are installed on device Customers will be notified either via email, call or text message asking for approval and permission. For the repair to be completed additional damaged parts/ports will also be replaced and the amount of each respective parts/ports are due upon pickup of device.**
No device shall leave premises with pending balance on repair.
• Devices not picked up within 30 days of pickup notice will be recycled. Beyond 30 days there is a weekly storage fee of \$15.00 per device.
• Any Unpaid balance will be subject to \$25.00 Late Fee every 30 days.

FOR SUPPORT CALL OR TEXT +1 (833) 349-7877 or 1 (833) FIX'STRS