



MOBILE ESSENTIALS

Repair Service Customer Submission Form

Unit 18/573 Burwood Highway
Knoxfield VIC 3180

Head Office
Phone: (03) 9800 2700

Get your mobile phone repaired

Please print out this form, fill out your details and send it or drop it off together with your phone at our Head Office's address above.

Sales Consultant:	Date:
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Title: Mr / Mrs / Miss / Ms	Customer Name:
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Address:

Home Number:	Work Number:	Mobile Number:
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Phone Type / Model No:

Security or Pin Code (if not provided, we can't test if the problem is fixed after examination):

With Battery: Yes / No	With Sim Card: Yes / No
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IMEI No: (15 digit number under Setting)

Agree Repairing Cost:

Problems of the Device:

Terms & Conditions

ME 2003 Pty Ltd T/A Mobile Essentials, will not be responsible if the phone has been physically damaged or has liquid ingress prior to handling. We will only be responsible for the requested repair areas. We will not be responsible for the lost or damage to any phone that has not been picked up within 30 days of first date left with us.

Liquid Damage: Phones which are faulty due to liquid ingress will have only 30 days warranty on the specific component fixed/replaced or work done (i.e.; no warranty for the failure of any additional components at a later stage). Furthermore, due to possible progressive corrosion, Mobile Essentials accept no responsibility for any further faults which occur during the time between the quotation and the commencement of repairs.

PLEASE NOTE that there is NO WARRANTY on a phone which has ever been dropped in water.

Settings and Data: Backup your Data. It is very important that you save any data to your personal computer / sim card. Please be aware that during the process of assessment, diagnosis and repair, it is possible that all of the user software settings and data will not be lost, however it is best to be saved off your phone in the rare of event that it is lost. Please assume that all data will be lost when sending your product to us. Mobile Essentials accepts no responsibility for such losses.

Postage: Postage applies to the repair of product that will be post to Mobile Essentials and/or require to return by mail. Mobile Essentials will notify customers of the postage fee upon quotation of the job. In the rare event of a lost phone in transit, Mobile Essentials does not take any responsibility for lost/stolen goods in transit, whilst we do use and recommend reputable freight company's to pick up and deliver.

Warranty: Mobile Essentials Repair Warranty applies where the exact same fault occurs or the replaces component fails within 2 months of repair. A 2-month warranty on parts & labour will apply to all repairs completed. A 30-day warranty applies to repair of liquid damaged phones.

The Warranty is Void: Upon return of the phone, if the Mobile Essentials repair warranty label is tampered in any way whatsoever, or if any other party attempts repairs on the phone, or if the phone has been physically or liquid damaged, the warranty is void.

No Warranty: Mobile Essentials does not provide any warranty for the installation of any spare parts supplied by the customer. Labour charges will apply for the un-installation of spare parts where the spare part installed was not supplied by Mobile Essentials. Labour charges may also apply for any cancellation or reversals of repairs after confirmation to proceed with repairs has been given. Terms and Conditions of Diagnosis and Repair

Credit Card Processing Fees: A credit card payment surcharge of 1.5% for Visa and Mastercard; 2% for Amex Card applies in addition to repair costs, reflecting bank fees charged to Mobile Essentials for credit card payments. *Please be aware of Card Payment only accept to be processed in store. We do not accept Card Payment over the phone.

Right Reserved on Unpaid / Uncollected Products
Mobile Essentials reserves the right to dispose of products and/or sell the phone 30 days after notification of completion of repairs if the service fee is unpaid and/or if the products are not collected in this time.

I have read and accept Mobile Essentials Terms and Conditions

Signature area

Customer's Signature

Date