Logo or stamp

Business name

Address, phone, email

Repair Order

Device check-in

Order number | Date | Received by

Customer

Full name | Company (if any)

Street address | City, region and postal code

Phone | Email

Device

Device type | Brand and model

Serial number or IMEI | Accessories left with the device

Condition at check-in (scratches, dents, other damage) | Passcode (only if needed for testing)

Fault description

What isn't working? Since when?

Requested repair

Cost and return

☐ Estimate before repair ☐ OK to repair without asking, up to _____

☐ Pickup ☐ Shipping

Estimate | Diagnostic fee | Deposit | Ready by (estimated)

Please note

- Please back up your data before you hand in your device. Repairs can lead to data loss.
- Share your passcode only if we need it to test the device.
- We use your details only to carry out this repair and to contact you about it.
- We will let you know when your device is ready. Devices not collected within _____ days of that notice may be sold or disposed of in line with local law.
- Our repair terms apply and are available at _____

Date and customer signature at drop-off | Date and customer signature at pickup

Template by RepairCMS

How to use this template

1. Add your business name and contact details at the top. In the Word version, you can also add your logo.
2. Check the notes and adapt them to your business and your local law. The text is a sample, not legal advice.
3. Print page 1 only, fill it in and make a copy. Your customer gets the copy, and the original stays with the device.

Tips for your notes

- Collection periods differ by country and state. In England and Wales, allow at least three months before selling if money is still owed. In California, a 90-day notice applies to older, low-value electronics and appliances. In New South Wales, it is 14 or 28 days depending on value.
- In California, registered service dealers also add their registration number and the estimate notice required by the Bureau of Household Goods and Services.
- In Australia, the data loss note is required before you accept a device that stores user data. If you use refurbished parts, add the notice from the Australian Consumer Law.
- Fill in your currency next to each amount.

Prefer to go paperless?

With the Ultimate Repair Form Builder from RepairCMS, your customer enters the details on your website or on a tablet on site. The request goes straight into RepairCMS.

See how it works at **repaircms.com/repair-request-form/**.