Logo or stamp

Business name

Address, phone, email

Repair Estimate

Estimate no. | Date | Valid until | Repair order no.

Customer and device

Name, company | Phone or email

Device type | Brand and model | Serial number, IMEI or frame number

Diagnosis

What did we find when we checked the device?

Labor and parts

No.	Description	Qty	Unit price	Amount	Optional
1					☐
2					☐
3					☐
4					☐
5					☐
6					☐
7					☐

You can cross out any item marked “Optional”. We will then take it off the total.

Subtotal | Tax _____ % | **Total**

Terms (ticked by the business)

- ☐ Estimate. If the total rises by more than _____ %, we will ask you before we continue.
- ☐ Fixed quote. The total is a fixed price.
- ☐ This estimate is free of charge.
- ☐ Agreed fee _____ for this estimate, taken off the total if you go ahead with the repair.

Your decision

- ☐ I approve the repair at the total above, without the items I have crossed out.
- ☐ I decline the repair and will collect the device unrepaired. If a fee is agreed above, I will pay it.

Notes

- This estimate is based on the diagnosis above. If we find further damage once the device is open, we will ask you before we continue.
- Our repair terms apply and can be found at _____

Date and signature, business | Date and signature, customer

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. Write down the diagnosis in your own words and put each labor item and each part on its own line. Tick “Optional” for items your customer may leave out. If they don’t want one, they cross it out.
3. Tick whether this is an estimate or a fixed quote, and whether it costs anything.
4. Give page 1 to your customer. They tick their decision and sign. You keep a copy.

Good to know

- **A fee for the estimate:** If you charge for checking the device, agree on the fee with your customer before you start and let them sign it. In the UK, what you tell a consumer about your service can become part of the contract (Consumer Rights Act 2015, s. 50). In California, electronics and appliance repair dealers must tell the customer the diagnosis fee and get their approval first (16 CCR § 2722.6).
- **Estimate or fixed quote:** Customers often treat a quote as a fixed price and an estimate as your best guess. In the UK, if no price was agreed, a consumer only has to pay a reasonable price (Consumer Rights Act 2015, s. 51). Tick on page 1 which one applies.
- **When it costs more:** If the repair will cost clearly more than your estimate, tell your customer before you carry on. In California, electronics and appliance repair dealers must give a written estimate before the repair and may not charge more without the customer’s consent, given before the extra work (Business and Professions Code § 9844). Set your own limit on page 1 to match the rules where you work.

These notes are sample text, not legal advice. Check them against the rules for your business and your country or state.

Prefer it digital?

With RepairCMS you create the estimate right on the repair order. Your customer sees it in the customer portal, picks the optional items and approves or declines it with one click. If you have turned on online payments with Ultimate FastPAY, they can pay straight away. The invoice is created automatically.

See how it works at **repaircms.com/repair-quoting-software/**.