



## REPAIR FORM

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Postcode: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Tel: \_\_\_\_\_ (Day)

Tel: \_\_\_\_\_ (Eve)

### **VERY IMPORTANT DO NOT SEND YOUR SIM/MEMORY CARD**

Remove your SIM card by removing the battery from your phone and sliding out the small rectangular card.

**MAKE/MODEL** (e.g. Nokia 3330):

**IMEI:** \_\_\_\_\_ **MSN:** \_\_\_\_\_ (Motorola only) IMEI

number is a 15 digit number on the label in your phone. Label visible when battery is removed. *N.B. If equipment returned is an accessory, then the IMEI/MSN of the main unit must be quoted.*

ACCESSORIES :Please tick below any other items sent with the phone.  
PSCL do not accept any responsibility for any additional items not declared below:-

Battery \_\_\_\_\_ Battery Charger \_\_\_\_\_ (Important only send FAULTY Items)

Other (Specify) \_\_\_\_\_

**FAULT DESCRIPTION:**

**IS THE FAULT INTERMITTENT ?** If yes, please give further details

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Additional Comments:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_



**TERMS & CONDITION**

- Please read the terms and conditions carefully
- All phones sent in for repair will attract a non refundable registration fee of N200 for low end phones and N500 for high end phones
- The customer agrees to pay for any additional part used in the process of repairing in addition to the minimum labour charge.
- The minimum administration fee or quote reject fee is N1,500  
If a quote is not requested, the repair will automatically be done if cost of repair is less than N5,000
- Any phone not collected within 30 days, will be sold to defray expenses
- Liquid damaged phones will be repaired if possible, and a minimum labour charge of N2,500 applies.
- Any additional parts will be charge extra. However, these repairs will not carry any warranty whatsoever.
- In the event that the phone is declared “unrepairable”the customer agrees to pay an administration fee of N1,500
- All repairs carries 30 days warranty

**WARRANTY REPAIR** - (Requires a copy of Purchase Receipt) : \_\_\_\_\_  
**OUT OF WARRANTY REPAIR** - (Estimate to be sent for authorisation): \_\_\_\_\_  
We are unable to repair phones that have been damaged by liquids of any sort.

I confirm that the above details are correct and I understand that, should payment be should payment be required on this repair, I agree to settle the account.

**PSCL OFFICE USE ONLY**

Date Rec'd.: \_\_\_\_\_  
Customer Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone No.: \_\_\_\_\_  
Customer Signature: \_\_\_\_\_

**SIGNED:** \_\_\_\_\_  
**DATE:** \_\_\_\_\_  
**PRINT NAME:** \_\_\_\_\_

Send your phone, with this completed form and a copy of your original receipt to: PhonePort Service Center  
25 Kampala Street, + 234-9-413-0309 + 234-8051177785  
off Cairo Street, + 234-9-6721949 + 234-8042288799  
Wuse II, Abuja FCT - Nigeria + 234-8062210200