



Bob Knows Phones™ Mail-in Form

Instructions: Print this form, fill it out, and include it with your Smart Phone. If you have any questions give us a call at 678-298-3191. Only ship phones to Bob that are on the list of phones that we repair.

NAME _____

EMAIL ADDRESS * _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

CONTACT PHONE NUMBER* _____

TELL US ABOUT YOUR PHONE:

MAKE _____ MODEL _____

IMEI or ESN NUMBER _____

THE IMEI IS A 15 DIGIT CODE THE ESN IS AN 11 DIGIT CODE

Describe the problem you are having and/or the repair you want. Use our web site to guide you and you can always give us a call to talk you through your description. 678-298-3191

INFORMATION AND GUIDELINES FOR SHIPPING YOUR SMART PHONE.

- Only send your complete phone; include the battery and back cover. Do not send any accessories, cases, covers, speakers or small children.
- Liquid Damage: When we receive your phone we will inspect it for liquid damage, if we see any indication of liquid we will mention it in our estimate call and charge you a non-refundable \$50.00 charge plus \$15.00 return shipping. If cleaning and drying the phone solves your problem there will be no additional charges. If more work needs to be done we deduct the \$35.00 charge from that additional repair.
- Shipping your phone to us. We recommend using a shipper with tracking. Many shippers provide a service of email alerts when your package has been received.
- Your Estimate Phone Call. We will call you within 24 hours of receiving your smart phone, excluding Sunday. When we call we will discuss with you the options for repairing your phone and the cost. We will give you an estimated time of return shipping of your phone. Part of our shipping process includes an email notification that your phone is in transit.

Shipping your Smart Phone to Bob for Mail-in Repair

Please print out this form, fill it out and include a copy of the completed form with your phone.

Pack your phone carefully and use a shipper that tracks as well as requesting a delivery confirmation.

Ship to:

Bob Knows Phones™
2221 Peachtree Rd, NE
SUITE R
Atlanta, GA 30309
678-298-3191

*we need your email address and phone number for return shipping.

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What happens when Bob Knows Phones™ receives your phone?

We call you when we receive the phone. We have started the repair process and will have a good idea what is involved. You will tell us how you want your phone returned either regular delivery with verification, \$15.00 call for pricing on next day delivery.

We will charge your credit card at that time for the repair and return shipping.

We will fix your phone and ship it within 24 hours. If we encounter any problems we will mention them in our first call or call you with an update.

Bob Knows Phones™ guarantees its repairs for 30 days, excluding shipping. If our repair breaks within the first 30 days from the date of receiving our shipment we will fix it at no charge. Any damage done to the phone is not covered. Bob is not responsible for damage beyond the fee charged for the repair. No data recovery is promised in conjunction with any hardware repair. Back up your phone before submitting for repair.

Bob Knows Phones™ is not responsible for phones shipped to our location until we receive them. Bob recommends you use a shipper that provides delivery confirmation.

Your repair evaluation is free. Return shipping must be paid to get your phone back, whether you ask us fix it or not.

Any phone that is not returned due to lack of payment for repair or shipping will be recycled.

WATER DAMAGE:

Water damaged phones are not included in our guarantee. If your phone shows water damage it carries no guarantee. Any repair we do may be complicated by water damage which can result in a loss of functionality.

By signing below you agree to the above.

Signature _____ Date _____

Credit Card Information:

Your card will not be charged until we call you with your Mail-in Repair Estimate.

Name as it appears on the card _____

Master Card Card Number _____

Visa Expiration Date _____

AMEX CVS code _____

Billing Address _____

City _____ State _____