



Instructions: Print this form, fill it out, and include it in its entirety with your device. If you have any questions give us a call at 972.771.2255. Please confirm that we work on your device before shipping.

NAME _____
EMAIL ADDRESS _____
ADDRESS _____
CITY _____ STATE _____ ZIP _____
CONTACT PHONE NUMBER _____

TELL US ABOUT YOUR PHONE:
MAKE _____ MODEL _____
PASSCODE ON DEVICE: _____
IMEI or ESN NUMBER _____

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.

INFORMATION AND GUIDELINES FOR SHIPPING YOUR SMART PHONE.

- Only send your complete device; include the battery and back cover. Do not send any accessories, cases, or covers.
- 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
- We recommend using a shipping service with tracking. Many shipping services provide a service of email alerts when your package has been received. Please package you device appropriately and with care.

**Shipping your Smart Phone to AWT Support for Mail-in Repair
Ship to:**

**AWT Support
102A E Rusk St
Rockwall, TX 75087**

What happens when AWT Support receives your phone? We call you when we have received and inspected the device. At this time we will quote the full cost of the repair and ask for authorization to perform the repair. Once the repair is complete, we call back for your credit card information. The device will then be shipped back once the payment has cleared.

AWT Support guarantees its repairs for 120 days. If you experience any problems with a repair within the first 120 days from the date of receiving our shipment we will fix it at no charge. (shipping not included)

Any damage done to the phone after the repair such as a drop or water damage is not covered in the warranty. AWT Support is not responsible any damage that may occur during the shipping process or for any prior residual damage or any data loss. Back up your phone before submitting for repair.

WATER DAMAGE:
Water damaged phones are not included in our warranty. 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.

AWT Support is not responsible for phones shipped to our location until we receive them. Diagnostic services are free but return shipping must be paid to get your phone back, whether the device was repairable or not. Any phone that is not returned due to lack of payment for repair or shipping will be recycled after 30 days of it being in AWT Support's possession.

By signing below you agree to all of the above. And are authorizing future payment for all services and repairs.

Signature _____ **Date** _____