

Customer Data Sheet

CDS --Vancouver, B.C. CPR®

Print This Page And, Fill It Out, and Ship It Along With Your Cell Phone

Help us to help you. Provide the following information as best as you can.

Your NAME _____

Your EMAIL ADDRESS _____

Your ADDRESS _____

Your State _____

Your CITY _____

Your ZIP _____

Your CONTACT NUMBER (____) _____

Your ALTERNATE Contact (____) _____

WHAT IS THE MAKE AND MODEL OF YOUR PHONE? _____

What is the IMEI or the SERIAL# _____

*The IMEI (International Mobile Equipment Identity) is a 15 digit Code used to identify the GSM/DCS/PCS phone to the network.

DESCRIBE PROBLEM(S) WITH PHONE _____

Important:

1- PLEASE **DO NOT** send chargers or other accessories, Send just the phone with the battery. We can not be responsible for anything else you send along with your phone.

2- Also Important: Please arrange proof of delivery for your records. Our customers always want to be sure that we have received the phone. This will reduce your need to call us to get an update before we have actually gotten very far with our work. Please avoid calling us unless we have your phone for more than 12 work days after delivery. Our technicians should spend their time repairing and testing customer phones; handling PREMATURE customer calls will slow down their progress on your phone and those of other customers also. Please understand.

3- Cell phones left with us past 30 days are subject to being given to a charity of our choice. We make every attempt to contact customers who have not arranged to receive their phones; if we have your current contact information (email and phone number) we will contact you and arrange for delivery of your phone. Be sure your contact information is current.

ONLY FOR RUSH REPAIRS:

Do you need a RUSH turnaround? Same Day \$25 _____ 2 Days \$15 _____ 7+ days FREE _____

METHOD OF PAYMENT (TYPE OF CREDIT CARD)_____ Number_____

Exp Date_____

Name on Credit Card_____

***Credit card info is not required, only for RUSH Repair Service.

We provide FREE estimates. If you choose to not have your phone repaired we will ship it back, \$15 shipping fee applies, or donate it to charity.

* Be sure to put insurance on your phone when shipping.

* And don't forget to get a delivery confirmation from your shipper.

Please ship to:

Vancouver, B.C. CPR®
Cell Phone Repair Center
115 - 3665 Kingsway
Vancouver, BC V5R 5W2
Phone: 604-439-7978

When we get your phone, we will evaluate it and call you with a FREE estimate as quickly as possible.

FREE return shipping applies **ONLY** for phones that we repair for you. If the phone, for any reason, is not repaired you will be charged \$15 for return shipping. Remember it is the estimate, the evaluation, that is free. Shipping is free **ONLY** if we repair the phone. **Return shipping is \$15 for phones not repaired.**

Thanks for your understanding and for your patronage.

The Staff at Vancouver, B.C. CPR® Cell Phone Repair

_____ Signature

_____ Date