



REPAIR BOOKING FORM

Please ensure you keep a copy for your records as all phones are tracked using the IMEI number, before sending to
31a CLIFTON ROAD, CAMBRIDGE CB1 7EB
(CBS recommend you use a courier or royal mail special delivery. Please check you have sufficient insurance cover as CBS accepts no responsibility for loss or damage in transit)
 Tel: 01223 244288 Fax: 01223 241222

Please complete ALL sections

Are you an existing CBS customer?	Yes / No
Business Name: (where relevant)	_____
Contact Name:	_____
Email:	_____
Contact Tel No:	_____
Handset User's Name:	_____
Address:	_____

Do you have Insurance with CBS? **Yes / No**
 If the handset is not covered by CBS Insurance or Warranty, there is a £11.75 charge for a quote from CBS or if the handset has to be sent off-site there is a £23.50 charge for the quote. We will contact you with repair costs on request before commencing the repair, please ensure we have the correct contact details above.

Handset Type/Model:	IMEI/Serial Number (15 digits, the no. is normally found behind the battery, on the back of the handset or on the original box)
_____	_____
Network: _____	Mobile Number: _____
Description of fault: Please ensure you complete this section	

The handset is being returned with the following accessories/parts:	
Pls do not send your SIM, any leather cases or the charger (unless you believe the phone charger to be part of the problem) - Thank you.	

Please enter in a return address if different from above (It will be sent by Royal Mail Special Delivery, for which a signature will be required to show safe receipt. However, please note that Special Delivery does not guarantee next day delivery. There will be a £6 P+P charge or £10 courier charge for non CBS Customers)	
For the attention of: _____	

If the fault is caused by misuse, or the handset is beyond economical repair due to liquid damage, we are unable to repair the handset and the warranty is now void. In some instances when a phone is stripped down for repair, it can disturb the corrosion and accelerate or worsen the fault. Please be aware that it is the manufacturers that stipulate warranty procedure and we are only able to follow their guidelines.

FOR THIS REASON, LIQUID DAMAGE AND MISUSE IS EXCLUDED FROM THE WARRANTY TERMS AND A CHARGE OF £23.50 WILL BE DUE FOR THE CONSIDERABLE AMOUNT OF TIME INVOLVED.

CBS cannot be held responsible for any data lost during the repair/exchange and highly recommend that you backup your data before sending your phone.

I AGREE TO THE ABOVE TERMS AND CONDITIONS

SIGNED

Date: