

Repair Information Form | Tablet/MP3

Please return this form with your equipment.

Make sure you complete each section so we can repair your product as soon as possible.

Your name: _____

Phone Number: _____

Tablet/MP3 Brand: _____

Model Number: _____

Serial Number: _____

Memory Capacity: _____ GB size

The address I used to file the claim is the address where I want my Tablet/MP3 returned. I understand my address cannot be changed once I ship my Tablet/MP3. (If you have an address change, STOP now and call the number listed on your shipping instructions.)

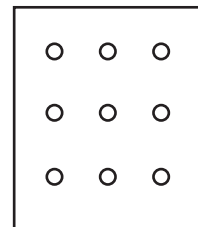
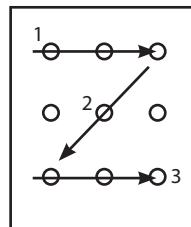
 **IMPORTANT!** Provide one of the following:

Screen lock has been removed/disabled
OR my device does not have a screen lock

Provide your:
Passcode: _____

Draw your swipe pattern below

EXAMPLE



I understand if I do not provide this information, my Tablet/MP3 cannot be repaired and there may be significant delays.

Please check the issue(s) you are experiencing:

Cracked Glass/Screen

No Power

Headphone Jack

Cracked Case

Blank Screen

Power Button

Charging Port

Will Not Restore

Volume Button

Battery Won't Charge

Unresponsive to Touch

Home Button

Liquid Damage

Wireless Connectivity

Other _____

ATTENTION PLEASE: Do not return any accessories. We are not responsible for lost accessories or for damage to, loss of, or disclosure of any data, picture files, video files, removable storage media or other content on products sent in for repair. Please remove sensitive/personal information and be sure to back up any data, picture files, video files, removable storage media or other content before sending us your product. Any illegal content will be turned over to the appropriate authorities.

Please sign below to confirm you accept our policies.

Signature: _____ Print Name: _____ Date: _____

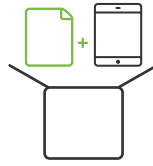
Shipping Instructions | Tablet/MP3

How to send your product to us:



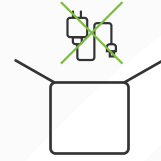
1. Complete Form

Fill out the Repair Information Form.



2. Package

Tightly pack your Tablet/MP3 and Repair Information Form in a sturdy cardboard box. Use 3-4 inches of packing material (like bubble wrap or foam wrap). Do not use the original retail packaging.



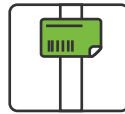
3. Do not include:

Chargers or any other accessories.



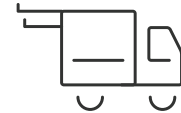
4. Remove and Secure

Remove any old shipping labels from the outside of your box. Secure the box with packing tape.



5. Shipping Label

Place the pre-paid shipping label on the box. Note: The link to your label in the email will expire 30 days from receipt. Please call the number at the bottom of this page if you need another!



6. Ship

Ship your Tablet/MP3 to us. Call UPS at 1-800-742-5877 or visit UPS.com for information on drop off locations. We'll send you updates about your claim via email or phone.



Note for your own records:

1 Tracking #: _____

2 SR # (REF 1): _____

Questions or comments? Call: 1-877-886-4857.

Turn Off Find My iPhone Instructions

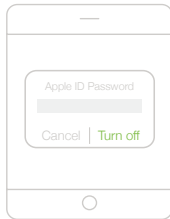
If we are servicing your iPod® or iPad®, you need to turn off the Find My iPhone feature. Otherwise, we may not be able to completely repair your device. Instructions are below.

My device still works and I still have it

1. On your device, tap Settings, then iCloud®. Scroll to the bottom.

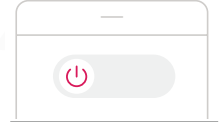


2. If Find My iPhone is On, tap Find My iPhone, and set it to Off. Enter your Apple® ID password when prompted.

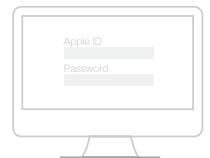


My device doesn't work or I returned it

1. Be sure the device needing repair is powered off.



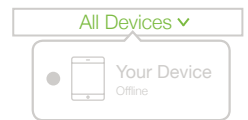
2. On another computer, go to icloud.com and sign in with your Apple® ID and password.



3. Click Find My iPhone.



4. Click All Devices and choose the device we are servicing. It should appear offline with a grey dot.



5. Click Remove from Account. Click OK to confirm.

