

## **How to Send Us a Repair**

Complete all details on our repair form, and forward with the phone (Make sure the phone is well padded to avoid damage in transit):

Phone Rite Pty Ltd  
5 Lyon Street  
Leongatha VIC 3953

When sending us a repair, we need all relevant goods. i.e. If the phone is not holding charge, we need the phone, battery and charger to diagnose the problem.

We need a detailed description of all faults and the customer's name and contact details in case we need to get in touch with them for more information.

We also need a detailed list of all items sent to us (e.g. Handset, Battery, Charger, etc). We accept no responsibility for lost or missing items not listed on the repair form.

We recommend that you keep a copy of the repair form for your records.

Once our phone technician has assessed your phone we will call you with a quote price. If you accept the quote

We will repair the phone and returned it to you at the quoted price. The quoted price will include return freight or you can pick it up from our store in Leongatha.

If you do not want to accept the quote, The phone will be returned to you. A quotation fee of \$30.00, including return freight, will be charged.

or

You can choose to recycle the phone and we will organise this for you as we are members of MobileMuster. None of the items sent for repair will be returned. No quote fee will be charged.