



GO-TEKS TECHNOLOGY

## Mail-In Repair Form

Go-Teks Technology Mail-in Form Instructions: Print this form, fill it out, and include it with your Smart Phone. If you have any questions give us a call at 912-250-6800.

NAME \_\_\_\_\_  
EMAIL ADDRESS \* \_\_\_\_\_  
ADDRESS \_\_\_\_\_  
CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_  
CONTACT PHONE NUMBER\* \_\_\_\_\_  
TELL US ABOUT YOUR PHONE: MAKE \_\_\_\_\_  
MODEL \_\_\_\_\_  
IMEI or ESN NUMBER \_\_\_\_\_

*THE IMEI IS A 15 DIGIT CODE THE ESN IS AN 11 DIGIT CODE behind the phone.*

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. 678-663-4284

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### INFORMATION AND GUIDELINES FOR SHIPPING YOUR SMART PHONE.

- Only send your complete phone; include the battery and back cover
- Do not send any accessories, cases, covers, speakers, or small children.
- 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 call and charge you a non-refundable \$50.00 charge plus \$15.00 return shipping. If cleaning and drying the phone solves your problem, there will be no additional charges. If more work needs to be done, we will notify you immediately.
- Shipping your phone to us. We recommend using a shipper with tracking. Many shippers provide a service of email alerts when your package has been received.
- Your Estimate Phone Call. We will call you within 24 hours of receiving your smart phone, excluding Sunday. When we call, we will discuss with you the options for repairing your phone and the cost. We will give you an estimated time of return shipping of your phone. Part of our shipping process includes an email notification that your phone is in transit.
- Shipping your Smart Phone to Go-Teks Technology for Mail-in Repair. Please print out this form, fill it out and include a copy of the completed form with your phone. Pack your phone carefully and use a shipper that tracks as well as requesting a delivery confirmation.



## Mail-In Repair Form

☑ Ship to: Go-Teks Technology

Go-Teks Technology  
1382 Experiment St,  
#1165  
Experiment, GA 30212  
912-250-6800

\*we need your email address and phone number for return shipping.

### What happens when Go-Teks Technology receives your phone?

We call you when we receive the phone. We have started the repair process and will have a good idea what is involved. You will tell us how you want your phone returned either regular delivery with verification. Shipping cost may vary upon your demand. We will charge your credit card at that time for the repair and return shipping. We will fix your phone and ship it within 24 to 48 hours. If we encounter any problems, we will mention them in our first call or call you with an update.

Go-Teks Technology guarantees its repairs for 30 days, excluding shipping. If our repair breaks within the first 30 days from the date of receiving our shipment we will fix it at no charge. Any damage done to the phone is not covered. Go-Teks Technology is not responsible for damage beyond the fee charged for the repair. No data recovery is promised in conjunction with any hardware repair. Back up your phone before submitting for repair. Go-Teks Technology is not responsible for phones shipped to our location until we receive them. Go-Teks Technology recommends you use a shipper that provides delivery confirmation. Your repair evaluation is free.

Return shipping must be paid to get your phone back, whether you ask us to fix it or not. Any phone that is not returned due to lack of payment for repair or shipping will be recycled.

**WATER DAMAGE:** Water damaged phones are not included in our guarantee. 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. By signing below, you agree to the above.

Signature \_\_\_\_\_ Date \_\_\_\_\_