



# Abby Technology Limited (3071547)

Richardson Road, Mt. Roskill, Auckland 1024  
abbytechnology@gmail.com, iPhone: (021) 264-0000, <http://go.to/abby>

## Service Request Form (<http://all.at/unlock>)

### Data Lost Warning

You must back up your data before sending your phone for repair, if you are not sure, please call (021) 264-0000.

### Important Reminder

Please remove your SIM card, memory card, stylus and phone accessories before submitting your phone. The repair center and its agents are NOT allowed to keep these important items.

### Your Contact Details:

Name in full: \_\_\_\_\_ Today's Date: \_\_\_\_\_  
Physical address: \_\_\_\_\_  
Mobile: (0 ) \_\_\_\_\_ Email: \_\_\_\_\_  
Work: (0 ) \_\_\_\_\_ Ext: \_\_\_\_\_ Home: (0 ) \_\_\_\_\_

### Your Mobile Phone Details:

Brand: \_\_\_\_\_ Model: \_\_\_\_\_ IMEI: \_\_\_\_\_  
Password or PIN: \_\_\_\_\_ What is your budget for repair, please indicate not exceeding \$ \_\_\_\_\_

### Other information (circle the correct answer):

Is the phone insured under home contents insurance? (Yes/No) Are you the original owner of the phone? (Yes/No)  
Do you need a technical report for insurance claim? (Yes/No) Is this a New Zealand new unit? (Yes/No)  
Have this phone been repaired by any one before? (Yes/No) Have you upgraded the phone software? (Yes/No)  
Have this phone suffered from impact damage? (Yes/No) Does the phone have liquid damage? (Yes/No)

### Please tell us the faults of your mobile phone (tick as many as possible answers)

- |  |   |   |
|--|---|---|
| <input type="checkbox"/> Phone not turning on        | <input type="checkbox"/> Phone is not charging        | <input type="checkbox"/> Power button not working |
| <input type="checkbox"/> Keypad not working          | <input type="checkbox"/> Joystick is faulty           | <input type="checkbox"/> Cannot hold charge       |
| <input type="checkbox"/> Touchscreen in not working  | <input type="checkbox"/> Data port not working        | <input type="checkbox"/> Cannot read SIM card     |
| <input type="checkbox"/> LCD is cracked              | <input type="checkbox"/> LCD backlight is not working | <input type="checkbox"/> Ringer not working       |
| <input type="checkbox"/> Cannot hear the other party | <input type="checkbox"/> Other party cannot hear me   | <input type="checkbox"/> Forget my phone password |
| <input type="checkbox"/> Charging port is faulty     | <input type="checkbox"/> Network lock                 | <input type="checkbox"/> Housing broken           |
- Other Faults: \_\_\_\_\_

### Terms and Condition

- \*\*\$40\*\* inspection fee (counted towards the final repair cost) must be paid before inspection is conducted
- Owner agreed that all fees due must be paid within thirty (30) days from the date phone is being repaired; your phone will be kept in lieu of payment after the thirty (30) days period.
- (1) The iPad, iPhone, or mobile phone device owner had agreed and read the disclaimers of Abby Technology Limited (<http://go.to/abby>, or read the relevant printed disclaimers on phone repair).
- (2) Owner had backup all the important data before handing phone over for inspection or repair
- (3) Abby Technology's management, staff or its agent are not liable for phone's termination (permanent disabled) due to any pre-existing conditions (e.g. water damage, software tempering or impact damage)
- (4) Owner must be ready to reply to repair cost confirmation via email or voice call.
- (5) All repaired device must be paid for in full within thirty (30) days; otherwise the device will be kept in lieu of payment. There is no exception to this unless prior written consent were given
- (6) Abby Technology will provide a thirty (30) days warranty on specific repair work done. Date is counted from the first text message, direct phone call or email we sent to customer on repaired device.
- (7) You must retain the payment record and repair report to claim warranty.

I understand and agreed all the terms mentioned above.

Sign by:

.....  
Full Name: \_\_\_\_\_

Today's Dated: \_\_\_\_\_



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## **Useful Information for Phone Owner**

### **Before you send your phone off to repair...**

- (1) You must backup all phone data if possible
- (2) You must read, understand all the disclaimers stipulated on our site <http://go.to/abby>
- (3) You must be above 18 years to sign the service contract and agreed to the terms and condition for mobile phone repair.

### **What to do next?**

- (1) Call us at 0212640000 or email us at [abbytechnology@gmail.com](mailto:abbytechnology@gmail.com) about phone repair.
- (2) Fill up the Service Request Form. Pack phone with bubble sheet
- (3) Enclose your own return courier shipping bag (signature-required shipping only) for returning shipping and no other purpose.
- (4) Please contact us for our latest repair centre's physical address

### **What you can expect:**

- (1) Our repair centre will inform you the receipt and repair progress of your device. It takes 5 to 7 days or earlier to perform inspection and repair of your phone.
- (2) Kindly deposit \$50 EACH device into Abby Technology's account, using your surname as your deposit reference.
- (3) You will be notify the cost of repair (\$50 should be deduct from the final cost).
- (4) You deposit cash or perform online transfer for the repair cost and we will ship back your iPad, iPhone and mobile phone devices.

### **Paying for your repair**

We accept only internet payment via Paypal ([abbytechnology@gmail.com](mailto:abbytechnology@gmail.com)) or your deposit cash or transfer online your payment our Kiwi Bank Account.

### **Return Shipping**

Please enclosed your own paid, addressed courier bag (signature-required by Courier Post) and we only ship to physical address (Courier Post delivers parcel from 9:00AM to 5:00PM, Monday-Friday only). We will not ship out any repaired phone prior to full payment received or sighted in our business account with Kiwi Bank.

### **Please remember. . . .**

- (1) Remove your memory card, stylus, SIM card, decorative items/ pouch/casing
- (2) The data of the water damage phone might be lost or damaged even before it reaches us.
- (3) There is NO GUARANTEE that your data contents will be recoverable from the faulty phone.
- (4) Your phone's touchscreen, LCD, data ports might be faulty or dead by liquid damage, we will do our very best to restore your phone to working condition.
- (5) Part of phone components, clips, receptors, metal screw might be deform or broken during the course of repair due to corrosion, which might render your phone's original casing useless (i.e. cannot be assembled back in perfect condition).

### **Important Reminder.**

- (1) The inspection fee is NOT REFUNDABLE under any circumstances, including owner changing his decision on repair or the phone is rendered beyond economical repair.
- (2) Impact damaged or water damaged phone might have some minor cosmetic flaws after the repair. The reason is impact damage caused by owner might have damage the phone structure. Water damage would have started the corrosion, shorted out chipsets on the motherboard even before the repair process took place.
- (3) Impact or liquid damaged phone might be terminated (i.e. permanently disable/dead) during the process of repair.

### **If you need help...**

For further assistance, feel free to contact us at 0212640000 or email to [abbytechnology@gmail.com](mailto:abbytechnology@gmail.com)

Visit <http://all.at/unlock> to get this form.