

Thank you for choosing Usedphones.com for your repair needs. We appreciate your business and strive to provide the highest quality of service. If you have any concerns or comments we would love to hear from you. Please call our customer service department at 1-800-766-3425.

## Instructions for Sending in Repairs:

1. Place the Completed Repair Packing Slip in the box
2. Make sure all equipment is properly packed and padded as we are not responsible for damages received during shipping
3. Send package via a tractable method to our repair department:

UsedPhones.com  
Attn: Repair Department  
2646 Palma Dr. Suite 290  
Ventura CA 93003

Tel: 800-766-3425 Our primary goal is to get your unit repaired properly and return it to you as quickly as possible. The following information outlines our basic repair procedures:

### All Repairs

- Please include a complete description of the problem and what work you are requesting.
- Include a complete address with a contact name, telephone, FAX number and email.
- RA (Return Authorization) number is NOT required to send your unit to us.

**In-Warranty Repairs** We will need to validate purchase dates for warranty repairs. If you purchased the unit directly from Usedphones.com, this information is already on file in the computer system. If purchased under a different customer name, please provide Customer name or Order Number.

### Out-of-Warranty Repairs

- Repairs receive a free diagnostic. We will call you if any parts are required outside the scope of a normal repair.
- Standard Phone Repair Rate : \$29.95 each
- VOIP Phone Repair Rate : \$65.00 each
- Systems and System Card Repair Rate : Vary by model, Please Call for Pricing

**Payment** All payments are due upon completion of repairs, repairs will not ship until payment is received. We accept All major credit cards and PayPal

**Repair Warranty** All Repairs are warranted for 1 year parts and labor.

**Shipping** We can ship by Federal Express or United States Postal Service. Messenger Service for pick-up and delivery can usually be arranged. Please call 800-766-3425 for details about availability, charges and scheduling.

# Packing Slip

Qty	Manufacturer	Model	Problem
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Name:

Address :

City:  State  Zip  Phone

Email:

Additional Notes: \_\_\_\_\_

**USEDPHONES.COM REPAIR SHIPPING LABEL**

**SHIP TO:**

**SHIP FROM:**

UsedPhones.com  
Attn: Repair Department  
2646 Palma Dr. Suite 290  
Ventura CA 93003  
Tel: 800-766-3425

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