

# iExperts Repair Form

Australia's Leading  
iPhone  
Repair Specialists



iExperts Australia  
Suite 609 / 97 - 99 Bathurst St  
Sydney NSW 2000  
ABN: 44 142 547 877  
Phone: 1300 500 511  
Mobile: 0433 410 908  
Email: repairs@iExperts.com.au  
http://www.iExperts.com.au

Date:

Name:

Company (If Applicable):

Address:

State:

Postcode:

Contact Number:

Payment Preference

Email Address (If Paying by PayPal)

### Quick Repair Process:

1. Ring 1300 500 511 to discuss your repair and ensure parts availability.
2. Backup your device in iTunes.
3. Complete this form and print it out.
4. Send your device using Registered Post or a Courier Service.
5. Our Address is:

**iExperts Australia**  
**Suite 609 / 97 - 99 Bathurst St,**  
**Sydney NSW 2000**

6. In the parcel include:
  - Your device packaged in bubble wrap
  - This completed form
7. Seal your parcel carefully and lodge it at your Post Office, or organise courier pickup.
8. We will contact you when we receive your package.
9. After completion of the repair, we will contact you to arrange payment.
10. Upon receipt of payment, we will despatch your device on the same day. iExperts will cover the return postage for your device.
12. You should receive your package promptly.

**After receiving your repaired device, please feel free to leave feedback about our service on our website or Google Places.**

### Device Type: (The Model No. is in small writing on the back of your device)

- iPhone 4 - Model No: A1332
- iPhone 3G/3GS - Model No: A1241, A1303
- iPod Touch (4th Generation) - Model No: A1367
- iPod Touch (2nd/3rd Generation) - Model No: A1288, A1318
- iPad Original - Model No: A1337
- iPad 2 - Model No: A1396
- BlackBerry \_\_\_\_\_
- HTC \_\_\_\_\_
- MacBook \_\_\_\_\_

Other (Specify)-

### Repair Type:

Check our latest pricing online at <http://www.iExperts.com.au>

- Glass/Digitizer Replacement - If your glass is broken or touch sensor is not working
- LCD Replacement - If your picture is not showing / If only a white screen is showing / If there is a crack in the picture
- Home Button Replacement - If your home button is not (or intermittently) working
- Battery Replacement - If you battery is not lasting a day
- Switches Flex Replacement - If your Power/Mute or Volume switches are not working
- Water Damage Assessment

Other (Specify)-

**Parts Type:** Please select whether you would like Genuine or Non-Genuine Parts (Where Applicable)

Parts Preference

### Customer Agreement:

I Agree to the Terms and Conditions as set out on Page 2 of this document.

Signature \_\_\_\_\_

Date \_\_\_\_\_

## Terms & Conditions

1. iExperts Australia will repair your device as described and for the charges shown on our website <http://www.iExperts.com.au> (unless such charges are revised with your oral or written consent).

2. Unless your device is repaired under warranty, you will pay iExperts Australia the amount invoiced. Your payment is due before your device is returned to you. Unless specified otherwise, the estimated amount includes all parts, labour and GST.

3. If the requested repairs require labour and/or parts not specified above, iExperts Australia may seek your approval of a revised estimate. If you do not agree that iExperts Australia may revise the charges, iExperts Australia may return your device without repair.

4. To the maximum extent permitted by law, iExperts Australia, will under no circumstances be liable for any special, indirect, incidental or consequential damages resulting from performance of any repair services, including but not limited to loss of revenue; loss of actual or anticipated profits (including loss of profits on contracts); loss of the use of money; loss of anticipated savings; loss of business; loss of opportunity; loss of goodwill; loss of reputation; loss of, damage to, or corruption of data; or any costs of recovering, programming, or restoring any program or data stored or used with your product and any failure to maintain the confidentiality of data stored on your product. The foregoing limitation shall not apply to death or personal injury claims. iExperts Australia specifically does not warrant that it will be able to (i) repair your device without risk to or loss of programs or data, and (ii) maintain the confidentiality of data. If any device should be damaged or lost while in iExperts Australia's custody, iExperts Australia's liability will be limited to the cost of repair or replacement of the affected product. Otherwise, iExperts Australia's liability for any and all damage shall in no event exceed the payments received by iExperts Australia for services provided pursuant to these terms. The remedies set forth herein shall be your sole and exclusive remedies for any breach by iExperts Australia under these terms and conditions. iExperts Australia is not liable for loss or corruption of data or your confidential, proprietary or personal information or removable data. Before you bring in your device for any repair service, you should make a backup copy of your data and remove any confidential, proprietary or personal information and removable media such as floppy disks, cds or pc cards.

5. If you have not claimed your device and paid all charges due within sixty (60) days after being notified by iExperts Australia that your product has been repaired, iExperts Australia will consider your product abandoned. iExperts Australia will provide such notice to you at the mailing address you furnished when you authorized the repairs. iExperts Australia may dispose of your product in accordance with applicable provisions of law, and, specifically, may sell your device at a private or public sale without liability to you. iExperts Australia reserves its statutory and any other lawful liens for unpaid charges.