HEYFIX.me

We Come to You.
Mobile Device Repair Services

REPAIR ORDER & AUTHORIZATION

REPAIR ORDER # _____

DATE ____ / ____ / ____

TECHNICIAN INFORMATION

TECHNICIAN NAME _____

EMPLOYEE / TECH ID _____

START TIME _____ AM / PM FINISH TIME _____ AM / PM

WAS OUR INSURANCE USED? ☐ YES ☐ NO

TECHNICIAN SIGNATURE _____

CUSTOMER INFORMATION

FULL NAME _____

PHONE NUMBER _____

EMAIL ADDRESS _____

SERVICE ADDRESS _____

ADDITIONAL NOTES _____

DEVICE INFORMATION

DEVICE TYPE ☐ PHONE ☐ TABLET ☐ LAPTOP ☐ OTHER _____

BRAND _____ MODEL _____

COLOR _____ STORAGE _____

IMEI / SERIAL NUMBER _____

CARRIER (IF PHONE) _____

PASSCODE / SCREEN LOCK ☐ YES ☐ NO ☐ UNKNOWN

IF YES, PROVIDE CODE (OPTIONAL) _____

DEVICE PASSWORD (LIKE APPLE ID) _____

INSURANCE INFORMATION

IS THIS AN INSURANCE CLAIM? ☐ YES ☐ NO

INSURANCE COMPANY _____

CLAIM NUMBER _____

AUTHORIZATION / REFERENCE # _____

Customer is responsible for any deductible or non-covered charges.

PAYMENT METHOD

☐ CASH ☐ CARD ☐ APPLE PAY ☐ ZELLE ☐ INSURANCE ☐ OTHER _____

PAID IN FULL? ☐ YES ☐ NO PAYMENT AMOUNT $

DEVICE CONDITION BEFORE REPAIR

Technician: Please check all that apply.

	WORKING	NOT WORKING	N/A
1. LCD / Display	☐	☐	☐
2. Touch Function	☐	☐	☐
3. Glass / Screen	☐	☐	☐
4. Back Glass / Housing	☐	☐	☐
5. Front Camera	☐	☐	☐
6. Rear Camera(s)	☐	☐	☐
7. Face ID / Touch ID	☐	☐	☐
8. Speakers (Earpiece)	☐	☐	☐
9. Speakers (Loud)	☐	☐	☐
10. Microphone	☐	☐	☐
11. Charging Port	☐	☐	☐
12. Headphone Jack / Audio	☐	☐	☐
13. Wi-Fi	☐	☐	☐
14. Bluetooth	☐	☐	☐
15. Cellular Signal	☐	☐	☐
16. GPS	☐	☐	☐
17. NFC / Apple Pay	☐	☐	☐
18. Buttons (Power)	☐	☐	☐
19. Buttons (Volume)	☐	☐	☐
20. Mute Switch	☐	☐	☐
21. Vibrator / Vibration	☐	☐	☐
22. Battery Condition	☐	☐	☐
23. SIM / eSIM	☐	☐	☐
24. Fingerprint Sensor	☐	☐	☐
25. Stylus / Pen	☐	☐	☐
26. Water Damage Signs	☐	☐	☐
27. Overheating	☐	☐	☐
28. Other (Describe)	☐	☐	☐

ADDITIONAL NOTES ABOUT CONDITION _____

REPAIR REQUESTED / PROBLEM DESCRIPTION

PARTS & SERVICES

ITEM / PART DESCRIPTION	PART PRICE	LABOR PRICE	TOTAL

PARTS TOTAL $

LABOR TOTAL $

TAX $

GRAND TOTAL $

TECHNICIAN NOTES / DIAGNOSIS

CUSTOMER AUTHORIZATION & AGREEMENT

I confirm that I am the owner of the device listed above or that I have permission from the owner to authorize its repair. I **authorize HeyFix.me** and its technicians to inspect, diagnose, open, disassemble, test, and perform the repair services described above.

I understand that electronic devices may have hidden damage, prior damage, liquid damage, damaged internal components, or other problems that may not be visible before the device is opened and inspected.

HeyFix.me will contact me for approval before performing additional repairs or charging an amount greater than the approved estimate.

I understand that repair work may involve risks, including loss of data, reduced water resistance, failure of perviously damaged components, or discovery of additional damage. I have been advised to back up my important data before the repair begins.

I agree to the approved repair price, service terms, and applicable 30-day limited repair warranty. The warranty begins on the date the completed device is returned. Warranty covers only the service originally performed. Warranty exclusions and conditions apply.

By **signing** below, I **voluntarily authorize HeyFix.me** to begin the inspection and approved repair of my device.

☐ I confirm that I own the device or have permission from its owner.

☐ I authorize HeyFix.me to inspect, open, diagnose, test, and repair the device.

☐ I agree to the estimated price and understand that additional work requires my approval.

☐ I have read and agree to the Repair Terms and 30-Day Limited Warranty.

CUSTOMER SIGNATURE

X _____

PRINTED NAME _____

DATE ____ / ____ / ____

TECHNICIAN SIGNATURE

X _____

PRINTED NAME _____

DATE ____ / ____ / ____

FOR OFFICE USE ONLY

CHECKED BY _____

DATE ____ / ____ / ____

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