

Step 1 - Did you place an order at Ebay or P1Repair.com

Order Number or eBay User ID:

[Skip to step 3](#)

Step 2 - If you did not order on-line please fill in your contact info

Name:

Address:

Email:

Step 3

Make / Model:

Describe problem:

**** OPTIONAL SERVICES**

Please RUSH* my order! \$5 per order for Expedited (or) \$5 per item for Rush

Rush is typically 1-2 day turnaround (up to 4 phones for \$20) \$5 per phone

Expedited is same week turnaround, typically 1-5 days (up to 6 phones)

RULES: 1) Rush fee must be included in the order. We will not bill separately for rush!

If you already paid then you can include cash or send paypal to sales@p1repair.com

2) You absolutely MUST write "RUSH" on the outside of the package Everyone forgets to do this!

Without it, your order will be rushed AFTER your package is opened and the order form reviewed.

This can add days to your turnaround! Turnaround time is not guaranteed if this step is missed!

New Battery - Please include a new battery if possible for an additional charge

(\$5 to \$10 for typical cordless phone battery pack. Plastic molded battery packs can easily be \$20-\$30 or more and may be a re-build)

Extra Refurbishing Make my phone look better with new or used parts, buffing, painting, etc.. (price varies)

*Rush is not always possible due to work load, illness, vacation, difficult problems or needing to order special parts.

Fee will be returned / refunded if the order cannot be rushed.

Step 4 - Payment

Already Paid Order number or eBay user ID required in step 1

Comments:

Pay by Paypal or Credit Card after repair

You will be emailed a payment request when your order is completed

Credit Card (Amex, Visa, Master Card, Discover)

CC Number:

EXP (MM/YY):

CCV Security Number:

Amex = 4 digit security code - Visa & MC = 3 digit code

Notes:

Instructions

Please print page one and include it with the order. You can enter the details right on your computer before printing which makes it easier to read and less chance for misprints or misreads.

If you ordered repair on-line then all you need to send is your order number (or eBay ID) and a problem description. You can send a printout of the order confirmation page.

P1Repair specializes in telephone repair but I also work on unique and cherished items of all kinds including equipment most other places won't touch. 30+ years experience repairing electronics with a degree in Electrical Engineering Technology from University Of Maine. Starting with repair work in 1986 on stereos, tape answering machines, VCRs, TVs, etc... I have worked on countless unusual items including arcade and pinball machines, motorized golf bag, electrolysis device, transformer winding machine, large business class photocopiers and also modern devices such as computers, laptops monitors and smartphones. I have all the standard tools for electronic work as well as a laser engraver and 3D printer.

Equipment: If you found your device listed on the web site then you already know it can be repaired.

For other items please contact me by email and provide as much information as possible about the make, model, part number, problem description and also pictures if possible. I can provide you with tips for repair, troubleshooting or a quote for repair service.

Cost: Repair service is a flat fee that covers any repairable problem and most parts. 95%+ of orders do not see extra charges. The most common cause of extra costs are missing parts and broken LCD screens if the parts are hard to get. Phones are cleaned up before returning, if you want extra refurbishing to make a beat up phone look it's best please let me know. Some items are easy to find parts for and others not.

Shipping: Shipping cost in a repair quote is for returning the repair after it is complete. There is no easy way to supply pre-paid postage labels for sending the equipment in. I recommend US Mail with most orders for price, speed and reliability. USPS has far less damage for small boxes compared to UPS and Fedex.

What to send in: Please send as little as possible. Chargers, base units, batteries, etc... are often not needed and are not tested if sent with the order. Just 1 ounce can add up to \$4 to the cost of postage and this is especially important when sending in small items like a single telephone.

Batteries: Batteries should not be sent in unless you have a molded plastic battery pack that needs to be rebuilt (internal batteries replaced) or I have requested you send the battery. Testing batteries takes significant time and it is always cheaper to replace them than determine if they need replacing.

Schedule: *Cordless phone repair usually takes about 1-3 weeks plus shipping time.* Some problems do require long term testing to ensure the problem has been resolved. I do offer RUSH Service for most items for a small charge. This let's me know you are serious about needing it back ASAP and I will make every effort to do so including working late, taking extra trips to the post office and putting preference on your order above others. Please understand that unusual items may take time to acquire needed parts.

P1Repair is closed for repair service for the month of July

While still completing some orders and answering emails when possible, I reserve July for spending time in nature and with my family. Please consider this when trying to decide the best time to send in a repair order.

Recycling: I don't put any equipment in land fills. Anything that cannot be repaired, and which you do not want returned to you, is dismantled and separated into different materials for recycling, free of charge.

Ship to:

**P1Repair
C/O Ben Jordan
3058 Hoyt Ave
Clearwater, FL 33759**