

Did you place an order on-line? Then this form is optional. I only need your 4 digit order number or eBay user ID. You could also include a printout of your order confirmation.

Skip to page 2 for instructions

I did not place an order on-line

This is my order ↪ Please print clearly. Email is required. Check carefully for errors!!

Name:

Address:

EMAIL:

PO#: *Optional*

Order notes:

Describe equipment (make model) and problem(s) you are experiencing:

OPTIONAL SERVICES

Expedite my order \$5 per item (8 item max) **Please RUSH my order! \$10 per item** (4 item max)

**** CRITICAL!! Read the rules for RUSH and Expedited on page 2 or your order will not be rushed**

Expedited = one week turnaround (up to 8 items)

Rush = Front of the line 1-2 day turnaround (up to 4 items)

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)

Notes / Comments / Requests

Payment

Already Paid *Order number or eBay user ID required*

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

Instructions - Save a tree! *This page does not need to be printed*

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 that contains your order info.

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 additional ounce can potentially add up to \$4 to the cost of postage and this is especially important when sending in small items.

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.

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

Repair Time: *Cordless phone repair usually takes about 2-4 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.

Rush and Expedited

- **You absolutely MUST write "RUSH" on the outside of the package**
Write Rush on 2-3 sides of the package
Forgetting this can add many days to your turnaround! *Turnaround time is not guaranteed if this step is missed!*
- **Additional fee will not be billed separately!**
If you pre-paid for repair then you must include payment for the fee with the order. (cash, check, paypal)
\$5 per item for Expedited, \$10 per item for Rush.

*Rush is not always possible due to work load, illness, vacation, difficult problems or needing to order special parts.
Fee will be returned / refunded / not billed if the order cannot be rushed.

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. The exact time and date I am away varies every year.

Ship to:

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

Shipping tips: For small packages you can't beat USPS First Class Mail and Priority Mail for price, speed and safe handling. A single larger phone (or 2 small phones) in 2 bubble mailing bags (double bagged) without batteries, will be under 15 oz. for first class mail postage. Small Flat Rate boxes are free and a good choice if your items fit inside with a little room for padding. Larger flat rate boxes are not a good deal. Instead use any non-flat-rate free priority mail box or a used box you have already. Order FREE online "**Priority Mail Padded Flat Rate Envelope**" SKU: **EP14PE_X** from store.usps.com (not stamps.com). They hold twice as much as a small flat rate box at the same price. Print postage on-line usps.com to save money and time wasted in line. **I do not recommend insurance or signature required.**