

Starting MAY 2020

All repair orders **MUST** be placed on-line

There is a \$10 Fee to process any repair order sent in without a web-order and order ID#
Orders placed on-line will be given priority

It has become too complicated to receive repair orders on the web, ebay, paper form, no form and hand written. People are constantly asking for status updates and not providing the correct information to find their order. I have decided to limit all orders the same format. They must be placed on my web site. If for technical reasons you cannot place an order at the web site then you can email in your order and I will enter it at the web site for you.

I have made it as easy as possible to order on-line. You can simply add a generic "Repair Service" Item to the cart and checkout with minimal information and no payment needed. This generates an order number, let's me know what to expect in the coming days, imports your name, address and email without me trying to decipher hand-writing or deal with eBay's increasing attempts to block communication between buyer and seller. It allows me to set up automatic emails that send out notifications when I open your order as well as when it is completed and shipped.

Regular repair turnaround time depends on a lot of factors but is usually between 3 and 6 weeks

A small order with minor issues would be faster while a large order of nasty phones will take longer
Battery repair items are typically handled right away and take just 2-4 days

Rush and Expedited **These options have changed** See page 2 for details

Expedited is a \$10 fee per order. This speeds up the order and allows for more status updates.
Expedited service can be added to your order from a large link in the cart page
Turnaround depends on work load and other factors

RUSH must be requested by email: RushService@p1repair.com

RUSH Fee, estimated turnaround and RUSH RA# will be provided in the reply. Offer valid for 48 hours

Fee is typically \$10 to \$20 per item and depends on the current work load, equipment and issues

Turnaround would typically be 2-3 days but that may be very different when busy and other rush orders expected

Please note that regular repair orders cannot be changed to Expedited or Rush unless pay after repair was selected when entering the order. I will not bill separately for faster service because that creates more work , confusion and multiple charges, etc...

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 rarely 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.

Ship to:

Ben Jordan, Order# _____
247 Buxton Rd
Saco, ME 04072

Payment

I prefer payment after repair is completed. You can select "Pay After Repair" at checkout

When your order is done I will send an email payment request. You have the option of paying by Paypal, Credit card on-line or you can call to leave a message that includes your credit card information. All these options are very secure. The web site uses HTTPS secure pages in the checkout portion when collecting payment information and credit card terminal is hosted and provided directly by the merchant company. I do not have access or control over the data or software for credit card processing and cannot use your card information for additional charges even if you want me to. Under some circumstances I may accept company or personal check sent by mail but this is not ideal.

Recycling: I don't put any equipment in landfills. 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.

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 similar price. Print postage on-line usps.com to save money and time wasted in line. **I do not recommend insurance or signature required.**

Expedited is now a flat \$10 fee for the order and has no guaranteed turnaround time. The order will be returned much faster than without. Expedited orders are given a BOLD and HIGHLIGHTED line in my software. This will let me know you need it sooner than later and they will receive special attention. More status updates will be provided (if needed). Turnaround will depend on current work load but will definitely be faster than normal orders. It may cut repair time from 2 months to 1 or from 3 weeks to 1. It depends on a lot of factors including what you send in, when it's sent in, what problems they have, etc..

RUSH is typically 2-3 day* turnaround and must be requested by email. Send a detailed description of what you need repaired and what the issues are. Email this request to RushService@p1repair.com I will respond to the request with an estimated turnaround time, RUSH fee and a Rush RA# valid for 48 hours Rush fee and turnaround will depend on many things but will be higher when it's busy (usually Nov-Feb) Typically RUSH fee will be around \$10-\$20 per item. Send quality descriptions in your request for the best offer price. If you decide to order with RUSH you simply include the RUSH RA# with your order within 48 hours of the offer

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. Rush will be 50% lower if not completed by the estimate and no charge if it takes longer than twice the quoted work time.

Web site technical problems

The web site requires cookies enabled to operate correctly. If cookies are disabled or your browser cache is corrupted then items may be lost when added to the cart or prices entered may default to ZERO. If you experience issues please try another browser (Google Chrome, FireFox, etc..) or try a different computer. If that does not resolve the issue please contact me by email or leave a phone message.