## Before you proceed

1. Agreement to the following
   1. Fault description will be used as an estimate for your repair cost.
   2. You have to agree with the estimated cost of repair by replying us with a signed estimate or by Email agreement stating that you agree with the estimate (Note Estimate are just a guide of the cost of repair, actual repair cost will be given should there be additional fault)
   3. We will provide you with shipping address and Authorisation letter to stick on the parcel
   4. Shipping to us.blackview.store cost will be by you.
   5. If there is no agreement to initial repair fee, a $50 diagnostic fee will be charged and the phone shipped back to you.
   6. NOTE: that your data could be lost as there might be a need to factory reseted your phone
   7. Payment will be made via credit card

## Customer: Fill in Request to Repair Form

1. Your Info
   1. Name
   2. Email address
   3. Contact number
   4. Your address - For sending back the device to you
2. Product Info
   1. Product Brand,:
   2. Model:
   3. Color:
   4. IMEI number of product:
   5. Device security Pin/Pattern/Code. We need this to unlock your phone so that we can test it’s functionality. Please move all google, email, banking accounts before sending us this phone.
   6. Photos of 6 sides of phone
   7. Is your device able to Power ON?
   8. Is your device able to charge?
3. Purchase
   1. Date of purchase
   2. Place of purchase
   3. Proof of Purchase (may be required in certain cases)
4. Fault Description
   1. Describe the problem you are encountering:
   2. Attach photo or videos of the problem if possible. If it is something we can solve remotely, this will allow you to save a trip
   3. When did this problem start?