

Client Repair Consultation Form

Before you send your unit into our repair centre, Please complete this form in capitals and send it together with your equipment. The details will enable us to process your repair as quickly as possible.

Fields marked with a * are mandatory	
Client Name/Address details	Return address details if different
* Full Name	Full Name
* Address	Address
* City/Town	City/Town
·	•
* Postal code	Postal code
* Province	Province
Helpdesk Sevice Request number (if applicable)	
* Preferred telephone number	Equipment type (e.g. Smartphone)
Alternative telephone number	Brand (e.g. Samsung)
E-Mail address	Password/PIN unlock
WhatsApp number	P.R.A (Prior Repair Attempt) - Assessed elsewhere? Y N
Consultation fee Proof of Payment included (mark X)	Y denotes Yes / N denotes No (mark option with X).
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Product Information	
* Model name/number	Serial number of main unit
(Please use an additional page for any additional products)	(Please use another page for additional products)
* Fault Description	
	(Please note any error codes or software/operating systems currently displayed/used.)
Accessories: (Please do not include any accessories with your unit including discs, memory cards, HDMI leads,	
manuals, etc unless believed to be connected to the possible fault. If you feel it's related to the fault please include a print out /photos attached to an e-mail for record purposes). For a Notebook PC (laptop) or MacBook, please	
include its charger (AC adapter) so as not to delay our troubleshooting process. Please list accessories included (if applicable):	
DUOTOCODY of comment of TD / delegate the control of the Late of Table 1997.	
PHOTOCOPY of your valid ID/ drivers license included: YES □ NO □ (YES-if a proxy is going to collect it from us in PTA)	

Thank you for taking the time to complete this form, please make a copy for your records

NB Micro Fix is or its affiliates are not responsible for any data loss. I (Client) understand that I am solely responsible for backup of the data on my unit before submitting for repair. I understand that Micro Fix will analyze my equipment to ascertain the cause of it's technical fault and that I must approve or decline the official quote in writing. I acknowledge that the consultation fee is non-refundable (even if my unit is BER - Beyond Economical Repair). My signature is acknowledgment of agreement to all terms. Client signature:

Please ensure that the unit is packed with sufficient protection to prevent damage during transit