MobilefoneRepair
A division of NEXT Electronic Servicing Ltd
P.O.Box 51855 Pakuranga
89 Carbine Road, Mt Wellington,
Ph: 0508 REPAIR (737247)
Or 09 917 4797
Fax: 09 917 4700
Email: enquiries_nz@mobilefonerepair.com

vodafone
Handset Co-ordination Centre

Wellington
Rollex Building
27 Jarden Mile, Ngauranga, Wellington
Fax: 04 384 0169

Christchurch
127 Antigua Street, Christchurch
Fax: 03 366 0015

SERVICE REQUEST 000001

INSTRUCTIONS: A completed version of this form is to accompany any device

All fields are compulsory		
Date:	**Account #:**	**Order #**

STORE DETAILS

Store Name:	**Store Location:**
Store Contact Number:	**Store Fax Number:**
Store Email Address:	**Sales Rep Name:**

DEVICE DETAILS

Make:	**Model:**	**IMEI:** ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

Items Being Sent: ☐ Handset ☐ Battery ☐ Memory Card ☐ Charger (send with all power-related faults)
☐ Simcard ☐ Stylus (PDA only) ☐ Other (please state)

WARRANTY DETAILS

☐ **Under Warranty**	(Proof of purchase must be included. This must be a packing slip or tax invoice)
☐ **Phone Insurance Claim #:**	(Telephone 0800505021 to obtain claim number. Ref. process for placing a claim)
☐ **Non-Warranty Liquid or Impact Damage**	(Advise customer that they will be liable for any repair charges)
☐ **Non-Warranty Expired Warranty Period**	(Advise customer that they will be liable for any repair charges)

FAULT DETAILS

Timing of Fault ☐ Continuous ☐ Intermittent

Type of Fault: ☐ Power ☐ Call Problems ☐ Display ☐ Software
☐ Ring Sound ☐ Earpiece Sound ☐ Microphone ☐ Keypad

Description of Fault:
Please describe the fault in as much detail as possible

TERMS & CONDITIONS

The manufacturer's warranty covers only manufacturer faults within the period specified by the manufacturer. Should the fault be deemed non-warranty there will be a minimum service charge for the assessment by the service repair agent. This is payable at the store sending the device for service no later than 30 days following the return of the device to store. This minimum fee is payable irrespective of whether the customer declines a device repair quote or a repair attempt fails.
Applications and data, including ring tones, pictures, games and other personal information may be irretrievably lost during the service repair process. It is highly recommended that you back up any data before sending your device for repair. None of the parties associated with the repair process, including Vodafone, the service repair agent or the store shall be responsible for the loss of any data or personal information you may suffer.
You must provide a copy of the tax invoice or packing slip to support any warranty claim made, or the manufacturer may deny the claim. Note that the minimum service repair charge will apply if a warranty claim is denied.
The handset must be collected within 30 days of return from service or it will be deemed unwanted and will be disposed of.
Further terms and conditions apply should you be offered a temporary loan phone for use during the repair of your device.

Customer Name:	**Customer Mobile Number:**
Customer Alternative Contact Number:	**Email Address:**
By signing this form you accept all terms and conditions above and agree that all of the information on this form is complete and correct.	
Signature:	**Date:**

White Copy – Repair Agent Pink Copy – Dealer Blue Copy – Customer Green Copy – Vodafone