



Samsung Warranty Repair



Please complete all fields and print 2 copies, 1 copy to be sent with the repair, 1 to be retained!

Your Details

Title

First Name/s

Surname

Address

Post Code

Contact Telephone Number

Mobile Phone Number

Email Address

Repair Details

Model Number
Usually begins with SGH or GT, found on the label under the battery

IMEI Number
15 digit numeric number found on the label under the battery

Serial Number
11 digit alphanumeric number found next to IMEI number

Date of Purchase

Fault Description

****Please make sure you enclose a cheque for £6.99 made payable to MPRO to cover the return postage!****

Thank you for your **Repair** order.

Here's a reminder of what to do next, please read carefully:

1. Place a copy of this repair order form with the phone and battery in a well padded envelope or small box and don't forget to keep a copy for your own receipt. Please remember to keep your Sim Card.
2. Please note that we **do not** require chargers, or any other accessories like headsets and memory cards.
3. Please remember to back-up your data (numbers, pictures, Music etc) to your PC or Memory Card if possible as we cannot guarantee that your data will be saved during the repair process, in some cases your data may have already been lost due to the nature of the fault!
4. We recommend sending the phone via Royal Mail either Recorded Delivery for a phone worth less than £41 or Special Delivery if it's worth more.
5. We charge £6.99 Special Delivery to return single items, you can enclose a cheque made payable to MPRO or we will call you for payment once the repair is complete, and you can pay by debit card or paypal.

Please send to the FREEPOST address below and please bear in mind only the postage is paid for, not Recorded or Special Delivery, which is an optional extra for you to make sure it's secured / insured. If you send without security you do so at your own risk! If you have any questions or you are unsure of what to do, please call us on 0871 2881444 for advice.

Freeport RTBE-GRJR-RKEL, MPRO, The Continuum, Unit 17 Moderna Business Park, Moderna Way, Mytholmroyd, HX7, 5QQ

Please Sign Here

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You are signing here that you agree to our repair terms and conditions displayed on our website.