



Customer Work Order

Date Sent:

Customer Name:

Contact Number:

Address:

Phone Make:

Phone Model:

IMEI:

Included with phone:

- Sim Card
 -Charger
 -Carrying Case
 -Other

How fast would you like your phone shipped back by UPS?

- 3 Day Ground (Free)
 -2nd Day Air (Price varies)
 -Overnight Shipping (Price varies)

When we receive your phone we will call you with an estimate. Please include a number we can reach you on.

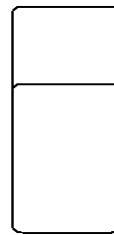
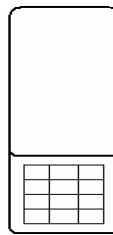
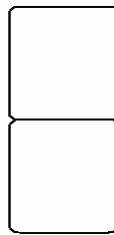
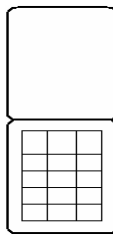
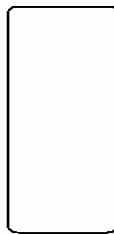
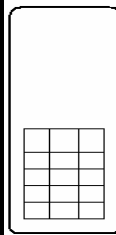
Please describe the problem below and indicate location of damage (if visible):

Physical Damage/Problem Description:

-Bar Phone

-Flip Phone

-Slider Phone



Front

Back

Front

Back

Front

Back

Spring Communications shall not be held liable for any damages suffered as a result of repair work performed, i.e. cleaning, soldering, etc. Additionally, in no event shall Spring Communications be liable to the customer for any direct or indirect punitive, special, exemplary, incidental, or consequential damage (including loss of business, revenue, profits, use, or data). By signing below, the customer acknowledges they have been advised of the possibility of such damage.

Customer's Signature:

For Repair Center use only

Date Received:

Pre-Repair Checklist:	Yes	No	N/A	Not		Post-Repair Checklist:	Yes	No	N / A	Not	
				Tested	Tested					Tested	Tested
1) Powers on to main menu?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1) Powers on to main menu?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2) Displays work?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	2) Displays work?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3) All buttons respond?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3) All buttons respond?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4) Touchscreen responds?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	4) Touchscreen responds?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5) Successful call to handset?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5) Successful call to handset?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6) Ringer, speaker, mic. work?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	6) Ringer, speaker, mic. work?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7) Camera works?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	7) Camera works?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8) Bluetooth works?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	8) Bluetooth works?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9) Wired headset works?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	9) Wired headset works?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10) Charges?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10) Charges?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Notes:

Notes:

Technician:

Technician:

Repair Notes:

Parts Used:

Cost of Repair:

Attempts to Contact Customer:

Date

Comments

Date

Comments

Instructions for Repair-by-Mail

- Fill out the accompanying form. The lower portion is for Repair Center use only. Make sure to sign the form.
- Include the form in a package with your phone.
- Send the package to one of the following addresses:

o Sugarhouse Service Center
2153 S. 700 E.
Salt Lake City, UT 84106

o West Bountiful Service Center
71 N 500 W. Ste B
West Bountiful, UT 84010

o Colorado Spring Service Center
7469 North Academy Blvd.
Colorado Springs, CO 80920

o Broadway Service Center
555 Broadway
Denver, CO 80920

- When the Repair Center receives your package they will call the contact number indicated on the form. They will fix the problem as quick as possible, often within that day.
- Your repaired phone will be mailed back to you through UPS. We will send it back that same day if possible. Please select your preferred speed of return. The 3-day Ground option is free, but if the other options are preferred, then the cost of those options will be billed to the customer at standard UPS rates.