



M&M Fonez LTD
3 Hulme High Street
Manchester
M15 5JR
0161 226 7083

Thank you for choosing M&M Fonez to repair your device. Please follow the steps below to make sure we receive your device with the correct information. This will help us process the device and quickly repair the device without any issue.

1. Complete Checkout

Make sure that you have completed the check out and have paid for the correct service. Please remember if we do not have the repair you are after on our website please contact us via Email or call us on 0161 226 7083 and we will send you a personalised quote.

2. Return Postage

During Checkout you will see that the price for postage is fixed at £9.99, This is because we will send the device back to you via Royal Mail Special Delivery, this will insure your device upto £500.00

3. Complete The Repair Form

Fill in the form found on Page 2 of this document. Please fill the information correction and to the best of your ability. Include the form in the packaging when you ship it out to us.

Few Things To Note: Always get the IMEI Number from the phone, Sometimes the phone will have a different IMEI to the one found on the Box due to replacement phones, bought a used phone with incorrect box and etc.

Lock Screen Code: We only require your lock screen code to complete the initial assessment and final after repair assessment. Without the lock screen code we are limited or completely unable to check the device for any faults. – You do not have to provide us with any lock code but please remember this will mean that we are unable to give you a warranty for any repairs carries out as we are unable to assess the health and condition of the device.

4. Posting The Device To Us

Please make sure to include the repair form in the packaging when sending the device to us. Use a trackable service when sending the device to us, you can choose at the post office if you want to insure the device, if the device is lost or damaged beyond repair while in transit. Please take pictures of the device before you send it out to us for your proof for a claim. Use bubble wrap and a card board box to make sure that the device is secured during transit.

Send the Device To:

M&M FONEZ LTD
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Do Not Send The Following: Original Device Box, Accessories, Chargers Adapters, Cables, Sim Cards, Memory Cards, Cases & Covers.

5. Repair Process

It may take us up to 3 Working days to repair your device. However in most cases we are able to repair the device the same day it arrives and have it sent back the same day. However if there are additional repairs that need to be done, this can increase the time to repair the device.

If at any point you need to contact us, you can on 0161 226 7083 during working hours.



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PERSONAL DETAILS

YOUR FULL NAME: _____

EMAIL ADDRESS: _____

RETURN POSTAL ADDRESS: _____

CONTACT NUMBER: _____

DEVICE DETAILS

DEVICE MAKE: _____

DEVICE MODEL: _____

IMEI / SERIAL NUMBER: _____

Dial *#06# to get the IMEI number on screen or check on the back of the device

USER / LOCKSCREEN PASSWORD: _____

MOBILE PHONE NETWORK: _____

BRIEF DESCRIPTION OF THE PROBLEMS:

SIGNATURE: _____ DATE: ____/____/____

By Signing You Understand And Agreeing To The Terms & Conditions, Take Full Responsibility For The Options And The Information You Have Provided And Selected.

Terms & Conditions Can Be Found At:
WWW.MOBILEPHONE-REPAIR-MANCHESTER.CO.UK/TERMS

Thank You For Choosing Us To Repair Your Device