

Complete this form and send it along with your phone. Once we receive your phone, one of our technicians will contact you with an estimate. Once the repair is authorized and paid for we will complete the repair and send your phone back to you the same or next day (if parts are available).

Liquid damaged phones have a 50% chance of recovery. The first thing to do after liquid damage, if the battery is removable, is to turn off the phone & remove the battery immediately. **(DO NOT TRY TO CHARGE THE PHONE)**

**Mail-in Instructions:**

1. Print out and completely fill out all information on this form
2. If your phone has a lock code, either include it or remove it.
- 3. We do not need you to send your charger, case or any accessories.**
- 4. Please remove your SIM and Micro SD card** and put it in a safe place before sending your phone to Mobile Madness.
5. Please ship your phone via trackable shipping like USPS Priority mail. UPS, FedEx, etc.
6. Keep a copy of this form and a record of the tracking # given to you by the shipper.
7. Once Mobile Madness has received and evaluated your phone problem you will be contacted with an estimate. No repairs will be completed without your prior authorization and payment.
8. Mobile Madness has a \$35 minimum for any phone we open. If your phone is unable to be fixed we will be happy to return your phone at your expense.
9. There will be an \$8 shipping fee added to your repair charge. If you need overnight shipping there will be an additional \$25 fee added to your service fee. Feel free to call us for an estimate. **(1-866-355-4657)**

**WE ACCEPT VISA/MASTERCARD/AMERICAN EXPRESS AND DISCOVER CARDS.**  
ALL THE BELOW INFORMATION IS REQUIRED!

Customer Name: \_\_\_\_\_

Customer Email: \_\_\_\_\_

Customer Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Customer Contact #: \_\_\_\_\_ Alt contact: \_\_\_\_\_ **Phone Lock Code:** \_\_\_\_\_

Phone Model: \_\_\_\_\_ Service Provider: \_\_\_\_\_

Please describe the problems you 're having with your phone:

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Ship to:  
**Mobile Madness**  
**Fred Meyer North Complex**  
**2424 Crater Lake Hwy #2, Medford, OR 97504**  
**1-866-355-4657**