



Ship In Repair Form – to start the repair, please answer all the questions, be sure to sign the form, then print it out and include page 1 in the box that you are shipping to us. This form will need to be filled out for each new item sent into us and include with new shipment.

Your Name: _____

Business Name (if you are a repair shop): _____

Your Shipping Address (street, city, state, zip): _____

Best Phone Number to reach you: _____

What are you sending us? (phone, tablet, computer, console game, other): _____

Brand and model: (ex. iPhone, MacBook): _____

Serial # or IMEI if phone: (need help finding it? Call us): _____

What is the problem/issue you are having? (symptoms); _____

Are you sending the unit in for repair or data recovery? _____

How did you hear about us? _____

Signature (you agree to the Terms of Service below): _____

Ship to: Geekmatics
35168 US 19 North
Palm Harbor, FL 34684

Terms of Service and Warranty

We offer a one-year warranty on all micro-soldering board repairs we complete. We do not warranty any other issues. If your repair fails within the warranty period, we will either repair the device again, or issue a refund under no fix. We must see the device again in- house to confirm and do failure analysis.

We do not pay for shipping the device to us.

Warranty does not apply to Data Recovery jobs.

Geekmatics is not responsible for any accessory left with the device. (ex. Sim card, SD card, case, etc.)It is your responsibility to properly pack and ship the devices.

Geekmatics is not responsible for a device that gets damaged or lost in transit.

If you send in a device for microsolder repair, and it turns out the issue is parts or a software update/restore, we will only bill you a \$45 diagnostic fee for finding the issue and includes return shipping. You also have the option for us to complete the repair, which would waive the \$45 diagnostic fee.

There is a \$15 charge to cover return shipping on any repairs that are deemed "No Fix".

If we are not able to completely test a unit prior to repair, Geekmatics will not be held liable for any functions that do not operate after the device has been repaired.

If your device is repairable, but the repair is declined, there is a \$45 charge to cover the technician's time to open and check the device out, prepare a quote, close it up, and for shipping it back.

Our standard shipping method is USPS priority mail. The cost is included in the repair. We do not put insurance or require signatures. However, if you would like to change this shipping method, please let us know, and we will try and accommodate, but if there are additional charges, they will be added to your invoice. Go to page 2

iPads Only: Repair shops only, If you send the device assembled (screen is sealed), there will be an additional \$30 fee to remove the screen. If we must remove the screen, we are not responsible for any damage to the screen. There are some screens we will not remove.

iMacs only - because of iMacs design and build, Geekmatics will not be responsible for any damage to iMacs during shipping. Sending iMacs into us for repair is at the customer's own risk and any damage during shipping, in either direction, will be the responsibility of the customer. Return shipping back to customer: Geekmatics will have the iMac professionally packed, which will be billed to customer. Insurance is at option by the customer, but we strongly suggest customer to purchase insurance for the return.

Damage In Transit - when property is returned to the customer. Customer may not make any deduction from any payment due or paid hereunder by reason of damage to the property in transit or delivered. Upon Customer's written request, Geekmatics, at its sole discretion, may agree as a service to Customer to process Customer's claim against the carrier for any loss or damage in transit or delivered, provided Customer notifies Geekmatics within 5 days, sends pictures of damage, returns damaged property in same shipping box with all same packing materials. If any of these conditions are not met, the claim will be waived.

Regarding Apple repairs - Geekmatics is part of the Apple Independent Repair Program. We offer genuine parts sourced from Apple. We use Apple diagnostics, tools, and processes to make sure your Apple repair is done safely and reliably. Choosing to use third party parts that are not genuine parts, may result in safety issues or may cause the device to not function properly. Any damage caused by third party products may be excluded from Apple warranty. Unless required by law, repairs conducted by IRP will be excluded from Apple warranty and IRP will provide its own warranty coverage (parts excluded) for its repair.