

MAIL-IN REPAIR SERVICE FORM

Computer Repair • IT Support • Data Services • Optional Design Services

Instructions: Complete this form and include a printed copy inside the shipping box with your device. Keep a copy for your records and ship using a trackable, insured carrier. Do not send accessories unless they are needed to diagnose or repair the issue.

1. OFFICE USE / MAIL-IN INTAKE

Intake / Ticket #		Date Received	
Received By		Inbound Carrier / Tracking #	
Package Condition	☐ Good ☐ Damaged ☐ Opened ☐ Wet	Photos Taken	☐ Yes ☐ No

2. CUSTOMER INFORMATION

Customer Name		Business / Organization	
Phone		Email	
Billing Address		Preferred Contact	☐ Phone ☐ Email ☐ Text
Return Shipping Address		City / State / ZIP	

3. DEVICE INFORMATION

Device Type	☐ Laptop ☐ Desktop ☐ Mac ☐ Tablet ☐ Other	Brand / Model	
Serial # / Asset Tag		Operating System	
Password / PIN	☐ Provided ☐ Not Provided ☐ Call Customer	Power Adapter Included	☐ Yes ☐ No
Visible Condition	☐ Good ☐ Scratched ☐ Cracked ☐ Liquid Damage ☐ Other	Accessories Included	

4. REPAIR SERVICES REQUESTED

☐ Laptop repair	☐ Desktop repair	☐ Mac repair	☐ Virus / malware removal
☐ Data recovery	☐ Data backup / transfer	☐ Screen replacement	☐ Keyboard / touchpad repair
☐ Battery / charging issue	☐ Hard drive / SSD upgrade	☐ Memory upgrade	☐ Software troubleshooting
☐ OS reinstall / setup	☐ Diagnostics only	☐ Business IT support	☐ Other: _____

Problem Description / Symptoms: Please describe what happened, error messages, when the issue started, and anything already attempted.

5. OPTIONAL DESIGN SERVICES

☐ Website design / redesign	☐ Logo design	☐ Business card design	☐ Flyer / poster design
☐ Letterhead design	☐ Social media graphics	☐ Company profile / capability statement	☐ Menu / price list design
☐ Branding package	☐ Print-ready file setup	☐ Other: _____	

Design Contact Name		Current Website / Domain	
Brand Colors / Style		Deadline / Needed By	

Design Service Notes / Project Details: *Attach logos, wording, photos, examples, or brand files if available.*

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6. MAIL-IN SHIPPING CHECKLIST

- Customer is responsible for inbound shipping, insurance, packaging, and tracking unless otherwise agreed in writing.
- Use protective packaging, bubble wrap, and a sturdy box. Do not ship loose devices or accessories inside the box.
- Include charger/power adapter only if the issue is battery, charging, no power, or if SCC requests it.
- Remove cases, USB drives, memory cards, discs, SIM cards, and personal accessories unless needed for service.
- Include this completed form and write the customer name and phone number on a note inside the box.
- Sims Computer Company is not responsible for carrier loss or shipping damage before receipt or after transfer to the return carrier.

7. DIAGNOSTIC AUTHORIZATION & DATA NOTICE

- I authorize Sims Computer Company to inspect, diagnose, open, test, and service the device listed on this form.
- I understand diagnostics and repair may require opening the device, removing components, connecting test equipment, and accessing software/storage areas needed to confirm the problem.
- I understand repairs can reveal pre-existing failures, liquid damage, corrosion, prior repair issues, failing drives, cracked glass, battery swelling, or other hidden defects.
- I am responsible for backing up my data before mailing the device. Sims Computer Company is not responsible for data loss unless a separate backup or recovery service is requested and accepted in writing.
- Sims Computer Company will make reasonable efforts to protect property and privacy, and will only access data as needed for diagnostics, repair, backup, transfer, recovery, or service verification.

8. REPAIR ESTIMATE APPROVAL, PAYMENT & RETURN SHIPPING

- No paid repair, design service, or special-order part will begin until the customer approves the estimate, unless a pre-authorized amount is listed below.
- Payment is due before repaired devices, unrepaired devices, recovered data, design files, or other completed work are released or returned by shipment.
- Return shipping, insurance, packaging, and signature confirmation may be added to the final invoice when applicable.
- Customer may decline repair after diagnosis; diagnostic, labor, shipping, special-order part, or approved service fees may still apply.

Pre-Authorized Repair Amount	\$ _____	Estimate Approved By	
Return Shipping Method	☐ Standard ☐ Expedited ☐ Customer Provided Label	Signature Required	☐ Yes ☐ No

9. 15-DAY UNCLAIMED / ABANDONED DEVICE NOTICE

Important Notice: After Sims Computer Company notifies the customer that a device is ready for pickup, return shipment, payment, estimate response, or other action, the customer must respond and/or make payment arrangements within 15 calendar days. Devices, parts, accessories, recovered data, or design files left unpaid, unclaimed, or without customer response after 15 days may be considered abandoned and may be subject to storage fees, recycling, resale, disposal, or other action allowed by law. This notice does not remove customer rights provided by applicable law.

10. CUSTOMER AGREEMENT & SIGNATURE

Customer Printed Name		Date	
Customer Signature		Phone / Email Confirmed	☐ Yes ☐ No
SCC Representative		Date	
Final Invoice #		Return Tracking #	

Policy language should be reviewed by qualified counsel before official use. Form may be updated at the discretion of Sims Computer Company.