

# Mail-In Repair Information



Thank you for choosing our mail-in repair service. Please follow the instructions below to ensure a smooth repair process.

## Customer Information:

Name:

Email:

Phone:

Device Type:

Issue Description:

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Preferred Contact Method:

## Shipping Instructions:

Carefully package your device to prevent any damage during shipping.

Include any necessary accessories (e.g., power cords, chargers) if required for diagnostics.

If you do not have a package, please email [mailin@nexgenitsolutions.net](mailto:mailin@nexgenitsolutions.net) for a shipping kit.

Please note this kit will be added to the quote.

Send the package to the following address:

NexGen IT Solutions

1448 E Schumacher St

Burton MI, 48529

Attn: Mail-In Repair Department

Repair Process:

Upon receiving your device, we will perform an initial diagnostic and provide you with a detailed quote for the repair. A Ticket number will be provided to you.

Once you approve the quote, we will proceed with the repair.

After the repair is completed, we will perform a quality check and notify you that your device is ready for return shipping.

Contact Information:

Email: [mailin@nexgenitsolutions.net](mailto:mailin@nexgenitsolutions.net)

Phone: 810-420-8737

Website: [nexgenitsolutions.net](http://nexgenitsolutions.net)

Thank you for your business!

Best Regards,

Andrew Klasen

President and Lead Tech

NexGen IT Solutions