

COVENTRY NOKIA CARE REPAIR FORM



POSTAL ADDRESS: FAO REPAIRS DEPT. CROWN TALK,
22 HERALD WAY, BINLEY IND. EST, COVENTRY, CV3 2RQ



Crown Mobile Communications

Your Independent Business Mobile Specialist & Nokia Care Repair Point

Please enclose this form with your phone and post it to us at the address above for repair. We suggest that you allow up to 5 working days for your phone to be repaired and returned. If this is not the case you will be notified as to the delay.

Please tick one of the following statements:

☐ I am posting my Nokia to Crown Talk for repair and **ACCEPT** that this will be free of charge or chargeable with notice prior to the repair being completed and that **I have enclosed the return postage fee as stated on the website.**

☐ I am posting my Nokia to Crown Talk for repair and I am **NOT WILLING** to pay for any repairs that need to be carried out. I accept my handset will be returned to me un-repaired and that **I have enclosed the return postage fee as stated on the website.**

Please tick one of the following statements:

If my phone is found to be Beyond Economical Repair, I would like Crown Talk to:

☐ **SEND** my phone back to me with an explanation as to why it could not be repaired and that **I have enclosed the return postage fee as stated on the website.**

☐ **DISPOSE** of my phone through the Nokia Care & we: Recycle it for you free from charge.

Your Personal Details: Please use CAPITALS

Full Name:

Return Address:

Post Code:

Landline Phone:

Mobile Phone:

Phone IMEI:

Network Provider:

IMEI is located on the back of the phone behind the Battery or key in *#06# on your phone's keypad and press Call Key

Description Of Fault:

Please Exclude The Following From Your Phone:

Sim Card, Memory Card, Battery (unless believed to be faulty) & Battery Cover.
We Do Not Require Any Paperwork Or Proof Of Purchase.

Payment For Repairs And / Or Return Postage:

Please enclose a cheque made payable to Crown Mobile Communications for the postage fee on the website. Alternatively you can enclose cash at your own risk or call us to make a Credit or Debit Card payment over the phone. If no payment is enclosed we will assume you intend to pay on collection in person and we will retain your phone until such time.

Terms & Conditions:

It Is Your Responsibility To Back Up & Remove Your Data. Crown Mobile Communications Ltd cannot be held responsible for any items sent that are then lost. This includes any data contained on the handset which may be lost. We recommend that you send your phone via Royal Mail Special Delivery. Phones that are liquid or physically damaged will not be covered by the Nokia Warranty and may be chargeable and / or deemed as BER.

YOUR SIGNATURE BELOW CONSTITUTES ACCEPTANCE OF THESE TERMS.

COVENTRY FORM 11/09

Signed:

Date:

22 HERALD WAY, BINLEY INDUSTRIAL ESTATE, COVENTRY, CV3 2RQ

Crown Mobile Communications Ltd

02476 447 844

www.crownmobile.co.uk