

**Talkback Comms**  
**B14 Kestrel Court**  
**Harbour Road**  
**Portishead**  
**BS20 7AN**

You can create and print a postage label and arrange for drop-off or pick-up with any UK courier via their website.

Alternatively, cut & affix the address label to the outside of your package and visit your local post office.

If you've opted for a pre-paid postage label, we'll send you a different one via email. The cost for this service is £5.00 and is available as a shipping option at checkout.

Contact us if you need further assistance with shipping.

**What to Do:**

- If you know what repair/service is required, you can select & pay for the repair on our website. If the repair or service required is not listed on our website, you don't know what is required, or don't want to pay in advance; that's fine - just send the device in.

- Print Page 1 & Page 2. Print Page 3 if sending multiple devices. If sending 5 or more devices, please contact us directly first.

- Complete the repair sheet. If you don't have a printer, just write all the same information on a piece of paper or email it to us.

- Remove your SIM Card, memory card and case. We only need the device itself.

- Secure the device in a suitable box. Securely package the device with bubble wrap or other protective packaging. Be sure to pack out the empty space.

- You can request a pre-paid Royal Mail 1st Class label, which we will send you by email. This costs £5.00. If you have purchased the repair through our website, it is available as a shipping option at checkout. If you have not purchased the repair through our website, you can ask us to send you one.

Alternatively, you can make your own postage arrangements. Send it using the delivery service of your choice.

Talkback Comms does not accept responsibility for lost or damaged-in-transit goods that are sent by the customer.

- We'll get your device booked in, repaired, and dispatched back to you fast.

We will use the contact details provided if we need to give updates, ask for information to help us with diagnostics and repair, or take payment.

- Read our Terms & Conditions for repair and Important Information About Your Repair:  
[talkbackcomms.com/pages/tc](http://talkbackcomms.com/pages/tc)

- More information on mail-in repair: [talkbackcomms.com/pages/mail](http://talkbackcomms.com/pages/mail)

[Complete & Enclose this page with your device]

**Manufacturer & Model:** \_\_\_\_\_ **Colour:** \_\_\_\_\_

**Repair(s) Required:** \_\_\_\_\_

**Pass Code:** \_\_\_\_\_ **Network Provider (e.g. EE, Vodafone):** \_\_\_\_\_

Not Sure

Not Sure

**Additional Details:** Provide information that will assist us with repair, describe how and when faults occur, and device history.

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**Name:** \_\_\_\_\_ **Order ID/Order Number:** \_\_\_\_\_

**Company Name (If Applicable):** \_\_\_\_\_

I Require a full VAT Receipt with my company name on it

**Organisation/Company ID:** \_\_\_\_\_

*(Talkback Plus & Business Customers)*

**Address Line 1:** \_\_\_\_\_ **City/Town:** \_\_\_\_\_

**Address Line 2:** \_\_\_\_\_ **Post Code:** \_\_\_\_\_

*(This is the address we will return your device to)*

**Contact Number:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Signature (Upon agreeing to our terms & conditions):** \_\_\_\_\_ **Date:** \_\_\_/\_\_\_/\_\_\_

*talkbackcomms.com/pages/tc*

You must remove or provide your passcode so that we can test your device. Alternatively, perform a factory reset to erase all data. We recommend backing up your device before sending it in for repair.

Need help? Call us on 01275 390655.

**If sending multiple devices, complete one additional form for each device.** You must complete the full repair sheet on page 2 before completing additional forms.

**Multiple devices – complete in full**

**Manufacturer & Model:** \_\_\_\_\_ **Colour:** \_\_\_\_\_

**Repair(s) Required:** \_\_\_\_\_

**Pass Code:** \_\_\_\_\_ **Network Provider (e.g. EE, Vodafone):** \_\_\_\_\_

Not Sure  Not Sure

**Additional Details:** Provide information that will assist us with repair, describe how and when faults occur, and device history.

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**Multiple devices – complete in full**

**Manufacturer & Model:** \_\_\_\_\_ **Colour:** \_\_\_\_\_

**Repair(s) Required:** \_\_\_\_\_

**Pass Code:** \_\_\_\_\_ **Network Provider (e.g. EE, Vodafone):** \_\_\_\_\_

Not Sure  Not Sure

**Additional Details:** Provide information that will assist us with repair, describe how and when faults occur, and device history.

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