

Quick Mail-In Guide Through:

For more information, please visit our "about our services" web page.

1. After Filling out the shipping form on our website:

- Check for a confirmation e-mail in your inbox or spam folder which we will be sending you. If you feel like you've made a mistake filling out the form, please contact us through our live chat so we can make changes for you, there's no need to re-submit a shipping form.
- You can contact us during our business hours through the live chat for an estimate but if the form is filled out, we will be contacting you only through E-mail or SMS/Calls.
- Please make sure your information is correct, the intake form (shipping form) is used to match your mailed in device at our location which we later convert into a ticket number.
- Advise us if a Rushed-Service is required ahead of time or check-mark the box in our form so that we can let you know ahead of time how much the rush fee will be.

2. Estimates & Price ranges:

- If you received a price and time estimate/range already, please add it in the shipping form.
- As soon as the form is sent, one of our staff members will be contacting you within an hour. Please take into consideration that an accurate price for the repair can only be given once we receive the device and no repair will commence before approval is given.
- Most devices are eligible for a free diagnostic, if your device is not eligible, we will let you know ahead of time.

3. Before any packaging takes place:

- Please write a note with your full name, address, phone number and e-mail and include it inside your shipping box, this will help us match it with the intake form (shipping form) you filled out on our website or print this PDF and use it as pre-form to fill out your details and then add it to your package.
- Please do not include any cables (unless we ask that you do so) or retail packaging box that came with your device when it was first bought, we have our own cables and the boxes are usually disposed of on a weekly basis.
- Be sure you have our correct address:

JSPrivateTECH

31-52 102nd St.

East Elmhurst, New York 11369, United States

4. Best materials to package your device with and additional shipping recommendations:

- Choose a durable box that gives enough space to add foaming material, place the foaming material on the walls of the box and bubble wrap your device.
- Before shipping your device with the courier, be sure you're following along with their regulations.
- Add insurance to your package and keep your tracking number always at hand.

Note: We cannot be liable for devices being shipped to our location, please contact your courier or check their website if your device gets delayed. We can only take responsibility for your device once it arrives at our location, please make sure to send us your shipping number. we always have staff present and security cameras installed so that we can always be aware when a courier arrives. Thank you for understanding.

First Name:	Last Name:
Phone #	Mobile # or Alternative #
E-mail:	Other info:
Address:	City:
State/Province:	Rush service required: ranges between \$20 - \$100 and we'll confirm with you the exact price, this only prioritizes your repair ahead of others (does not include express shipping) Yes No
***Notes:	