

Repair Instructions

Our address is not provided here. You must complete and order and print a packing slip before sending us equipment for repair. Your packing slip will contain our address for shipping.

1. Use eBay's Buy-Now button to purchase repair. You can select the quantity of phones you need repaired at that time. **If you buy more than one, you must send all in at the same time.** Shipping is discounted for multiple items.
2. Choose your payment method and complete eBay checkout.

If you want to use Paypal, please choose that at checkout and complete your payment.

If you want to pay directly with a credit card please use the link in the email eBay sends titled IMPORTANT INSTRUCTIONS. If the automatic email has not arrived yet, contact us with your eBay user ID and we will manually send the email with instructions. You can also visit our about me page and use the PAY button. If you want to use a check or money order please complete eBay Checkout, print out the checkout page or email eBay sends you and mail your phones with the print-out & the check. Make sure we have your eBay user ID and your return address.

3. **Print a Packing slip.** You can generate a packing slip by following links in our email from eBay or from Paypal. You can also generate a packing slip from links on our about me page. We need your eBay user ID, address, email address and a problem description.

4. **Please do not send us batteries or belt clips.** These can be misplaced! We do our best to return these items, and usually do, but cannot guarantee it. They are easily misplaced or lost in packing material. We will not entertain claims that extra parts are missing after the fact when there is no way to verify that they were sent.

5. **Pack your broken phone properly and ship them to us however you prefer.** We suggest US Priority Mail with delivery confirmation and without insurance, but that's up to you. Use a box, not a packing envelope! and pad the phones with adequate protection. Spend the extra money on good packing, not the insurance. We have had no problems with US mail as long as the box is packed reasonably well and addressed correctly. Insurance with poor packing is dangerous and a waste of money!

6. **Expedited Repair Service** When you select Priority Mail for return shipping.

Average turnaround: (1-2 phones = 2-3 days) (3+ phones = 3-5 days)

Important! Please write "Expedited" on your packing slip and on the outside of the box or we might miss it and not expedite your order. No refund if these steps are neglected.

7. **RUSH REPAIR SERVICE** When you select OTHER for shipping this includes a RUSH handling fee.

Rush phones will be returned to you by US Priority Mail (by default) or by UPS ground if you prefer.

Rush Turn-Around Time: (1-2 phones = 1 day) (3-5 phones = 1-2 days) (5+ phones = 2-3 days) Plus shipping time!

IMPORTANT: You must write "RUSH" in LARGE bold letters on the outside of the box and on your packing slip or we might miss it and not rush your order. No refund if these steps are neglected.

8. When we log in your order, an email is automatically sent. Please look for this email. We may also email you with questions or problems. To ensure you receive our emails you should add our URL or email address to your address book or white list: URL: p1bc.com Email: *@p1bc.com use "service" in place of the * if required.

9. When your order is complete we ship it back to your Paypal registered address if you used Paypal, or the ship to address you provide if using other payments. An email is also sent at that time with your tracking information. Instructions will be included to help you re-register your phones to your base unit. Please test your phones right away. If there is any damage from shipping we need to know as soon as possible. Please keep the box and packing material until you know everything is O.K.

Please contact us with any questions.

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