



# Repair and Refurbish Form

2723 Logan Street  
Dallas, Texas 75215  
Voice (214) 565-0044  
Fax (214) 565-0047

## Company/Billing Information

Company Name:			
Contact:		Customer PO#:	
Address:	City:	State:	Zip:
Phone:	Fax:	Email Address:	

## Shipping Information (if different than above)

Company Name:			
Contact:		Shipping Terms:	
Address:	City:	State:	Zip:
Phone:	Fax:	Email Address:	

## Repair/Refurbish Information

Item	Quantity	Manufacture/Model	Reason for Repair
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

### Note to Customer:

- Please do not send payment with repair order.
- Hi-Line Supply, Inc. has to have the complete phone for any warranty repairs. This includes the original purchased handset and telephone. If a warranty repair is returned without the original handset or there are parts missing, Hi-Line Supply, Inc. will charge a repair or replacement fee.
- Please do not ship any return merchandise with repairs. Any return merchandise shipped with repairs will be treated as a repair/warranty and the customer will be responsible for any charges that may occur.
- All repairs will be treated as a Repair and Refurbish unless repair only is specified.
- Most repairs come with a one year warranty that covers manufacture defects, while some repairs may include a 30 day warranty that covers manufacture defects. Please check with a repair representative for more details on which phones will have a lesser warranty.
- Warranty will not be covered for damages due to natural acts of God, power surges, and neglect which include dirt, drops, humid environments, and liquid damages. Please check with a repair representative for more details.

Signature:

Date:

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