



Kortech Service
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Shipping Instructions

This document contains all the information you need to know about sending your device to us for repair. Please read it thoroughly before mailing your device to us. Terms & Conditions are located on the last page, by sending in your device you agree to the terms and conditions.

Please ship your device to our address at the **top right corner of this page** with your shipping form enclosed in the box (This form will be emailed to you once you've submitted your shipping form on our website or you can click print once you click the submit button).

Once we receive your device, we will review the information on your form and start the diagnostic process. Once we've completed the diagnostics, we will give you a call to discuss the repair and any costs. There will be a diagnostics fee of \$75 and a \$30.00 shipping fee to return your device after repair – If paid return shipping label isn't attached. The diagnostics fee will be waived if you allow us to go ahead with the repair. There are **no warranties** on parts and services. Once the device is shipped back to you, Kortech Service is not responsible for any damages/issues that arise once you receive your device. If there are any issues, please give us a call/text as soon as possible and we will do our best to help you!

Device Password(s):

We need to access your device in order to properly diagnose any issues. Therefore, we will need your password for the user that is an **Administrator**. If you are not comfortable with us having access to your personal information, feel free to create a second user that is an **Administrator**.

**Kortech Service is not responsible for any damage during shipping and handling of devices*

Frequently Asked Questions

Turnaround time:

- Computers typically have a 10-business day turnaround time from when we receive the device.
- iPad & iPhones in for screen and battery replacements have a 10-business day turnaround time from when we receive the device.
- If your iPad or iPhone is found to have any motherboard issues it may take more time to diagnose the issue. If this is the case, we will let you know over the phone.
- Other devices vary.

Diagnosis:

- We will begin the diagnostics within 48 hours of receiving your device.
- Once we have completed the diagnostics, we will give you a call to discuss the repair and pricing. We ask that we could only speak to the person who will be responsible for the payment in order to speed up the service.

Payments & Pricing:

- Payment will be collected over the phone. We accept all major Credit Cards, CashApp, Venmo, and Zelle. Please don't send payment in the shipping box.
- Pricing can't be guaranteed until we have finished diagnostics, if any further payment is required after our first quotation, we will call you to discuss this.

Before you ship your PC:

- Back up your personal and important data to an external SDD (HDD works as well but for reliability and quicker transfer, we recommend getting an external SSD).
Kortech Service is not responsible for lost data.
- Turn off Bitlocker encryption if it is enabled.
- If you're concerned about the security of your data, erase your hard disk before sending in your PC.

Where can I find my device Model or Serial Number for my Apple Device?

- Find the model and serial number of your Mac: <https://support.apple.com/HT201581>
- Find the serial number of your iPhone, iPad or iPod touch: <https://support.apple.com/HT204073>
Preparing your device for repair.

Before you ship your Mac:

- Back up your data: support.apple.com/mac-backup.
Kortech Service is not responsible for lost data.
- Remove your Mac from Find My (and leave it removed for the whole time your Mac is with us): support.apple.com/guide/findmy-mac/remove-a-device-fmm2832fb8f0/mac
- Turn off your firmware password: support.apple.com/HT204455
- Deauthorize your computer from content purchases: support.apple.com/HT201251 • Disable or turn off third-party security software if you're using it.
- If you're concerned about the security of your data, erase your hard disk before sending in your Mac: support.apple.com/HT208496

Before you ship your iPhone or iPad:

- If you need to send in an iPhone that's paired with an Apple Watch, unpair your devices. When you unpair, your iPhone will create a new backup of your Apple Watch. You can use the backup to restore your Apple Watch when your iPhone returns from service. • Backup your iOS device: support.apple.com/HT203977
- Go to Settings > Messages and turn off iMessage.
- Go to Settings > [your name] > Find My > Turn off Find My iPhone or iPad to disable Activation Lock. Enter your Apple ID password, and tap Turn Off (and leave it turned off for the whole time your device is with us).
- If you're concerned about the security of your data, erase your device before sending it in. Go to Settings > General > Reset > Erase All Content and Settings. If asked, enter your passcode and Apple ID password. If you can't erase your device because it won't power on or isn't responding, you can erase it from iCloud.com.
- Remove your SIM card, case or screen protector from your device.

Important:

Do not include (Unless needs repair as well):

- SD card(s)

- Wireless Mouse
- Keyboard
- Keyboard protector
- Bottom cover
- Display cover
- Or any other accessories (We will not be able to send them back to you)
- Do not include your Apple ID password unless we ask you to. Your privacy is important to us.

Shipping:

- Find a courier you'd like to use to send us your device, schedule a pickup or find a drop-off location. (Do not use a drop box.)
- We recommend securing your device in protective packaging e.g. bubble wrap.
- Get a receipt from the courier. Make sure this includes tracking information.
- Please remember to enclose your full name and shipping form in the box. We need this information to be able to find your information in our system.

If you have any questions, please send us an email at: info@kortechservice.com or give us a call at **+1 704-246-7642** OR Text at: **+1 980-888-5300**

Terms & Conditions

I authorize Kortech Service technicians to perform repair work on my electronic device. I also understand that Kortech Service technicians have been trained to perform work on electronic devices but Kortech Service is not an Authorized Microsoft or Apple Service Provider. Further, I agree to release, indemnify, and hold Kortech Service from liability for any claims or damages of any kind or description that may arise from any repair work performed on my electronic device.

I understand that Kortech Service is not responsible for any data loss, which may occur as a result of work done on my electronic device. I also understand that I have the option to, and I am responsible for backing up the device before allowing any repair to be performed on my device in the event of any data loss and hardware or software failure.

I understand that Kortech Service technicians will not browse through any personal, private or confidential information or data; however, technicians may inadvertently see data during the course of their work. I understand that any confidential data should be removed from the device prior to having repair work performed on the device.

I understand that repairs or technical support performed by Kortech Service may void manufacturer warranties, especially in the case of Apple device repairs. Kortech Service and its affiliates do not assume any liability or warranty in the event that the manufacturer warranties are voided but may, at its sole discretion use the devices insurance claim in the event that this will be cheaper than repairing the device.

I understand payment in full is required before my device is repaired or returned. I understand that repairs that are unsuccessful are subject to a \$75 diagnostic fee. I understand that for any card transaction an additional 4% processing fee will be added to the total. I understand devices left for more than 30 days are considered abandoned and will no longer be the responsibility of Kortech Service LLC, these devices will be sent out to be recycled and cannot be recovered.

I understand repairs made by Kortech Service with customer provided parts instead of Kortech Service parts will not include a warranty on parts and labor.

I understand that water damaged devices either before or after being repaired will not include parts and labor warranty of any kind.

I understand that the Kortech Service limited warranty does not cover accidental damage like a cracked screen or any physical damage done to the device once the repair has been completed.

Kortech Service 30-day limited warranty is valid on the date of purchase, for as long as you (name on this form) are the original owner of the device(s) and the limited warranty only applies to faulty device(s) installed by Kortech Service. The 30-day warranty by Kortech Service does not cover accidental damage of any kind including but not limited to cracked screen, water damage or any physical damage. The warranty is void if the device has been opened by another party including the customer or anyone besides a certified Kortech Service technician. The warranty covers only the replaced/repaired part(s) and not the entire device. If the replaced/repaired part is faulty, we will happily replace it but we do not give refunds. All sales and service fees are final and as is.