

# Pantech – “Out of Warranty” Repair Form

**Carefully follow the instructions to ensure your order is processed quickly and correctly!**

## General Instructions:

1. **\*\*\*A VALID CREDIT CARD or MONEY ORDER MUST BE PROVIDED WITH ALL REPAIR ORDERS\*\***
  2. Please use a traceable shipping method to ship your Pantech device(s).
  3. It is important that you use the tear-off shipping label located at the bottom of this form.
  4. Please complete the Customer Information box below, and send this information WITH your Pantech device(s).
  5. For your records, please keep a copy of the IMEI(s) (located on the label within the battery well of your device(s)).
  6. Do **NOT** send cables and accessories with your Pantech device(s). Send **ONLY** the Pantech device(s).
  7. Our turn-around time is approximately 10 - 15 business days upon receipt of your Pantech device(s).
  8. Standard Service Charges:
    - a) Total Labor and Return Shipping Fee \$39.00
- \*\*\*NOTE: Should parts replacement be required, you will be contacted regarding an additional part(s) fee.**
9. Acceptable payment methods include: Visa, Master Card, American-Express, or Money Orders (made payable to PSSI).
  10. If your device is deemed unrepairable, your device will still be returned to you, unrepared

**BY SIGNING THIS FORM, THE CUSTOMER ACKNOWLEDGES THAT THEY HAVE RECEIVED, REVIEWED, AND ACCEPTED THE PRICING, TERMS, AND CONDITIONS STATED HEREIN.**

*Product Support Services, Inc. (PSSI) is an authorized Pantech repair partner. For PSSI Customer Service assistance contact (972) 462-3970 x221, or email [pantech@productsupportservices.com](mailto:pantech@productsupportservices.com)*

**IMPORTANT: Complete ALL required items below and send WITH your Pantech device(s).**

Name:

Street Address (No PO boxes):

Apt./Suite:

City:

State:

Zip:

Phone:

E-Mail:

**Once this transaction is completed, credit card information WILL be destroyed: therefore, this section MUST be completed with each transaction.**

Card Holder Name (as it appears on the card):

Card Type:

Card Number:

Three Digit Code (on back of card):

Exp. Date: /

Card Holder Signature: .....

**Tear-off below and use for the Shipping Label**

**Product Support Services, Inc.**  
**Pantech – Out of Warranty Repair Services**  
**511 S. ROYAL LN.**  
**COPPELL, TX 75019**