



### Service Department

4529 N. Kedzie Ave. Chicago, IL 60625  
(773) 463-9999  
Direct Mail-In Service

Please fill out the information below as well as the Repair Terms and Condition Agreement and mail it along with your cell phone, iPod, Tablet, Zune or game system (Nintendo DS/Wii, PSP).

When we've completed your repair, we will notify you via telephone and collect your payment information. We accept Credit Card and Paypal payments.

NOTE: There will be an additional \$12.00 charge for return shipping and handling for: PSP's, Nintendo DS, iPods, Cell Phones, Apple watches. There will be an additional \$18.00 charge for return shipping and handling for: Tablets, Wii Systems. There will be an additional \$24.99 charge for return shipping and handling for: Playstation 4 systems. As an option, and \$8.00 insurance fee can be added to any order (please indicate this).

### Customer Information:

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

System	Model/Generation	Serial Number/IMEI	Problem Description (Please be as specific as possible)

### SHIPPING ADDRESS:

Chicago Gadgets Inc.  
Service Department  
4529 N. Kedzie Ave.  
Chicago, IL 60625

## REPAIR TERMS AND CONDITIONS

Please read the Terms and Conditions carefully. By submitting your product to Chicago Gadgets, Inc, you agree to the following Repair Terms and Conditions. If you do not agree to these terms and conditions, do not submit your product(s) to Chicago Gadgets, Inc.

1. Repair Service. Chicago Gadgets, Inc. will repair your product as described and for the estimated charges provided to you (unless such estimated charges are subsequently revised with your written or oral consent).

2. Payment. You will promptly pay Chicago Gadgets, Inc. the estimated charges identified plus any additional charges subsequently agreed by you. Your payment is due when the product is repaired by Chicago Gadgets, Inc. For mail in service, **there will be an additional \$12.00 charge for return shipping and insurance on PSP's, Nintendo DS, iPods and an additional \$18.00 charge for tablets and Wii Systems.**

If Chicago Gadgets, Inc. determines, while inspecting your product, that additional repairs are needed due to failures of parts that are neither supplied by the distributor nor distributor branded or are needed due to damage caused by abuse, misuse or misapplications, Chicago Gadgets, Inc. reserves the right to return the product to you without repairing it.

3. Unanticipated Labor/Parts. If the requested repairs require labor and/or parts not originally specified Chicago Gadgets, Inc. may seek your approval to revise the estimate. If you do not agree that Chicago Gadgets, Inc. may revise the charges, Chicago Gadgets, Inc. may return your product.

4. Parts. Chicago Gadgets, Inc. may use new, or reconditioned parts. Chicago Gadgets, Inc. will retain any replaced part as its property, and the replacement part will be your property. To the extent permitted by applicable law, you hereby waive any right you may have to receive any replaced parts. If applicable law requires Chicago Gadgets, Inc. to return a replaced part to you, you agree to pay Chicago Gadgets, Inc. the additional cost of the replacement item.

5. Disclaimer of Warranty. Chicago Gadgets, Inc. warrants (1) that repairs will be performed in a competent and workmanlike manner and (2) that all parts used to repair your product will be free from defects in materials and workmanship for a period of thirty (30) days, unless otherwise specified Chicago Gadgets, Inc. If a defect exists in a replacement part during the part's warranty period as identified in the preceding sentence, in its sole discretion, Chicago Gadgets, Inc. will (1) repair the part, using new, used or reconditioned parts, (2) replace the part with a new, used or reconditioned equivalent part, or (3) refund the fair market value of the part as determined by our suppliers.

The warranty does not cover:

(i) Any damage or defect caused to the equipment we fix, including accidental, abusive, neglectful, misuse, extreme physical or electrical interference such as fluctuation or surges of electrical power or other external causes.

(ii) Defects caused by normal wear and tear during the 30 days period.

(iii) Cosmetic damage to the covered part (scratches/dents or broken plastic/glass)

(iv) Any serial numbers or a marks on parts that have been altered, defaced or removed from its original location.

6. Limitation of Liability. CHICAGO GADGETS, INC. IS NOT RESPONSIBLE FOR ANY FAILURES OR DELAYS IN PERFORMING UNDER THIS AGREEMENT THAT ARE DUE TO EVENTS OUTSIDE OF ITS REASONABLE CONTROL.

**7. Backup of Data and Information.** CHICAGO GADGETS, INC. is not liable for loss or corruption of data or your confidential, proprietary or personal information or removable data. Before you bring in or send your product(s) for any repair service, you should make a backup copy of your data and remove any confidential, proprietary or personal information and removable media such as memory cards, CD's, flash drives.

8. Abandon Product. If you have not claimed your product and paid all charges due within thirty (30) days after being notified by Chicago Gadgets, Inc. that your product is available to be returned to you, Chicago Gadgets, Inc. will consider your product abandoned and will have the right to dispose it.

9. Complete Agreement. These Terms and Conditions are the only ones that govern Chicago Gadgets Inc. repair of your product. No other oral or written terms or conditions apply, including any terms or conditions contained in any purchase order that you provide to Chicago Gadgets, Inc.. No one has authority outside of Chicago Gadgets, Inc. to vary any of these Terms and Conditions.

10. Personal Information. You agree and understand that it is necessary for Chicago Gadgets, Inc. to collect, process and use your personal data in order to perform the service and support obligations under these Terms and Conditions.

Customer's Signature \_\_\_\_\_

Date: \_\_\_\_\_

***Thank you for your business!***