



# SCREEN EXCHANGE FORM

Date: 01/01/2019

Refurbishment

Sale

Order No:

### Customer Details

Company:

Name:

Surname:

Email:

Phone no.:

### Quantity and Models:

Iphone 5		Galaxy s4		Galaxy Note 5	
Iphone 5s		Galaxy s5		Galaxy Note 8	
Iphone 5c		Galaxy s6		Galaxy Note 9	
Iphone 6		Galaxy s6 edge		Galaxy Tab S3	
Iphone 6+		Galaxy s6 edge+		Ipad Mini 4	
Iphone 6s		Galaxy s7		Ipad Air 2	
Iphone 6s+		Galaxy s7 edge		Ipad Pro 9.7	
Iphone 7		Galaxy s8		Ipad Pro 12.9	
Iphone 7+		Galaxy s8+			
Iphone 8		Galaxy s9			
Iphone 8+		Galaxy s9+			
Iphone X		Galaxy s4 mini			
Iphone Xr		Galaxy s5 mini			
Iphone Xs		Galaxy Note 3			
Iphone Xs Max		Galaxy Note 4			

### Terms & Payment Information

- 1) A grade screens are in full working condition without any major or minor faults with the LCD, whereas B grade screens have minor problems with their LCDs (e.g. pink screens or small marks which cannot be fixed, but do not affect the quality of the LCD). Before the exchange process is completed, you will select which screens you would be willing to receive.
- 2) We have a testing fee of 50p per screen if over 20% of screens are not working, because we will assume they were not tested by your company before we had received them.
- 3) If you are sending the screens by post then you are expected to pay for the postage and packaging. We cover payments for P&P for the refurbished screens we are sending back to you.
- 4) We cannot be held responsible if the delivery does not reach us, so we recommend sending the packages using a signed-for service. Also, it is not our responsibility until the screens reach us. Bfix send packages through 1st/2nd class signed for services so once it leaves our hands it will be the responsibility of the mailing/delivery service.  
Please note: we are only covering P&P for screens we have exchanged, not screens which have been received by Bfix and found to be faulty.
- 5) At Bfix, we have a 99% customer satisfaction rate and can guarantee that the screens we send you will be of good quality. However, in some unfortunate circumstances screens we have sent you may have an internal fault. As we understand that this is neither the fault of your company or our own, we will willingly pay towards the screen when we receive proof of the internal damage.
- 6) It is our responsibility to inform you if the screens will not be ready for the time you have been given. The average time, depending on the quantity and queue will be between a few days to a week's time.
- 7) Screens will not be sent out or available to collect until full payment is received.

Order taken by:

I agree to the terms and conditions of the service

Signature: \_\_\_\_\_

*Please Cut off this address slip and place it on your Parcel.*

**Bfix,  
Office 2,  
679 - 691 High Road, Leyton  
London, E10 6RA  
United Kingdom**

