

# MAIL-IN REPAIR FORM

Send your device to us — we'll fix it fast and ship it back!

Chicago: 5034 S. Archer Ave | Oak Lawn: 10945 S. Cicero Ave | [computerprodigies.com](http://computerprodigies.com)

## CUSTOMER INFORMATION

Full Name

Email Address

Cell Number

Street Address

City

State

Zip Code

## DEVICE INFORMATION

Device Make & Model (e.g. MacBook Air M1, A2337, Asus ROG laptop, or PS5)    IMEI / Serial Number

Password / PIN (for testing purposes only — used if we get the device to power on)

Describe the problem(s) with your device:

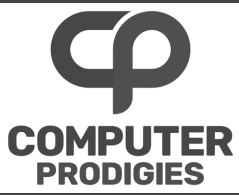
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## SHIPPING INSTRUCTIONS

1. Carefully package your device in a small box or padded envelope to protect it in transit.
2. Ship your device using UPS, FedEx, or USPS — we strongly recommend UPS as we are a UPS Access Point, making it easier to coordinate your shipment on our end.
3. Ask your carrier for a tracking number for your own records. Please note that inbound shipping is the customer's responsibility — we do not cover or arrange inbound shipping.
4. For added protection, consider purchasing shipping insurance through your carrier.
5. **Ship to:**  
Computer Prodigies · 5034 S. Archer Ave, Chicago, IL 60632 · (773) 216-0656



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Continued — Please complete and include with your device.

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## WHAT HAPPENS NEXT

### ESTIMATE & APPROVAL

Once we receive your device, we will inspect it and contact you within 2–4 business days with a repair estimate. No repairs will begin without your explicit approval.

### RETURN SHIPPING

If you approve the repair, we ship your device back to you FREE of charge. If you decline the repair or it is a no-fix issue, you only pay return shipping — no diag fee.

## AUTHORIZATION & SIGNATURE

By signing below, I authorize Computer Prodigies to inspect and diagnose the device described above. I understand that a repair estimate will be provided within 2–4 business days of receipt and that no repairs will be performed without my explicit approval. I acknowledge that inbound shipping is my responsibility and I have reviewed the return shipping policy stated above.

\_\_\_\_\_

Customer Signature

\_\_\_\_\_

Date (MM / DD / YYYY)

## ADDITIONAL NOTES (optional)

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*We accept all major credit cards · Cash · Contactless payments · Zelle: 773-216-0656 · Cash App: \$helpmeCP*

**Thank you for choosing Computer Prodigies — we look forward to getting you back up and running!**