



REPAIR ID (office use)
MT-_____

CUSTOMER INFORMATION

Full Name: Email:
Phone: Alt. Phone:
Return Shipping Address:
City: State: Zip:

DEVICE INFORMATION

Device Type: Ray-Ban Meta Glasses Console Phone Tablet Other
Brand / Model:
Serial Number / IMEI: Color: Storage:
Password / Passcode (if applicable):

ISSUE DESCRIPTION

Please describe the issue as clearly as possible:

ADDITIONAL INFORMATION

How did you hear about us?
Anything else we should know?

CUSTOMER ACKNOWLEDGEMENT - PLEASE CHECK EACH ITEM

I understand MasterTech Computers is not responsible for shipping damage or loss in transit.
 I included this printed form with my device and packed the device securely.
 I removed SIM cards, memory cards, and unnecessary accessories unless needed for diagnosis.
 I backed up my data and understand data loss can occur during repair.
 I understand we will call for approval/payment before return shipping.
 If the device cannot be repaired, I understand there is no repair charge.
Signature: Date:

SHIP TO: MasterTech Computers, 580 S. Highway 160 #2, Pahrump, NV 89048
IMPORTANT: Include this printed form in the package. Customers are responsible for shipping to us.