

Dear Dr Console Doctor

Thank you for using Console Doctor for the repair of your HEADPHONE. In order for us to receive your item quickly and safely, we ask that you follow our simple step by step process.

At Console Doctor, we strive to offer you the best possible service, so feel free to contact us with any questions you may have about the repair process.

the process

READ AND SIGN



Pages 2 and 3 of this pack include four sections that we need you to complete. These sections are: your order details, accessories, device fault info and disclaimer form. If any of the information on these sheets is incorrect, please contact us so that we can amend it. Please ensure that you have read through the disclaimer form and signed your name at the bottom. Once you are happy that everything has been completed and all of the information is correct, you must enclose these sheets when packaging your console. Your order reference number is **DG138552**, please have this to hand if you need to contact us regarding your repair.

PACKAGE



Now it's time to package your item securely. To do this, you can use any sturdy box and fill it with a sufficient amount of newspaper, cardboard, styrofoam or bubble wrap so that the item cannot move about inside the box during transit. We find the original box and packaging is often the best way to ensure that your console has sufficient protection. **Please remember to include PAGES 2 and 3 of this pack with your item.** Make certain that your parcel is sealed and attach the provided Collect+ label to the outside.

POST



Collect+ is a courier service that collects from local drop off points in your area. In this pack we have provided you with a map of your nearest Collect+ drop off points. Please take your parcel to whichever location on the map is most convenient. When you hand your parcel over the vendor will provide you with a transaction receipt. **You must retain this Collect+ receipt.** Your package will usually take 3-5 working days to arrive with us and when it does you will be informed by text and/or email. If you would like any more information regarding Collect+ you can visit www.collectplus.co.uk

contact us

Phone: 0191 580 1837

Email: contact@consoledoctor.co.uk



order details

Order	DG138552	Agreement	CDOCREPAIR
Date	12 Jul 2017	Job	00CDOC
Name	Dr Console Doctor	Make	HEADPHONE
Phone	01915801836	Model	HEADPHONE
Policy Address	Newcastle Enterprise Centres Quayside Albion Row Newcastle upon Tyne NE6 1LL	Delivery Address	_____ _____ _____ _____

Console Doctor will return your parcel to your policy address unless you have provided a delivery address above.

accessories

Please use the form below to tell us what accessories (if any) you are sending with your device. Either tick the box, write the quantity or write the name of the accessory (where applicable).

Power lead/Charger	<input type="checkbox"/>	Controller(s)	_____
HDMI Cable	<input type="checkbox"/>	HDD/Memory Card	_____
AV Cable	<input type="checkbox"/>	Game/Disc	_____
Other Accessories	_____		

It is important that the information above matches exactly what you have sent with your device. If it does not, Console Doctor will have to contact you to confirm what accessories were actually received before any repair work can begin. This would delay your repair.



fault info

If you are experiencing problems relating to the console not reading games then it is advisable that you send in a selection of the games that are not reading. This will allow our engineers to correctly assess the fault and test the console with games provided and if needed repair them. Likewise, if you are experiencing power or charging related issues then please send in the power supply unit.

Please provide a detailed description of the fault with your device. This will help speed up repair times:

If your device cannot be repaired after our assessment, then Domestic & General will contact you to provide you with a settlement; typically vouchers to the value of the device.

disclaimer



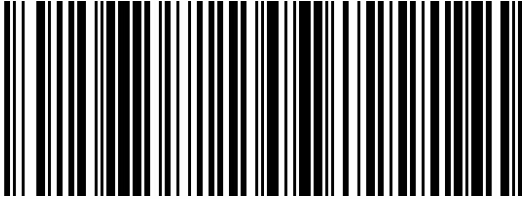
PLEASE READ AND SIGN BELOW BEFORE SENDING

THESE SHEETS MUST BE INCLUDED IN THE BOX WITH YOUR DEVICE

- I confirm that the policy information on page 2 matches the policy information that I originally provided to Domestic and General. I understand that, if the information does not match, it can significantly delay my repair
- I understand that this policy only covers the purchased item and any accessories provided in the original box with the aforementioned item (not accessories bought separately)
- I confirm that the information provided in the 'peripherals' section is accurate. I understand that if I have failed to mention a peripheral on the sheet that I have sent, Console Doctor may not be able to provide a replacement.
- I will retain my Collect+ receipt (which is provided at the Collect+ store) and understand that without it, in the unlikely event that the item goes missing in transit, Console Doctor may not be able to supply a replacement
- I accept that data loss may occur during the repair
- I agree to inform Console Doctor if I have not received my item back within 5 working days after receiving the dispatch notification. I understand that I will receive the dispatch notification via text message and email (where applicable)

Name:

Signature:

 	
01 GATE	Console Doctor Returns Department Quayside Business Development Centre Albion Row East Quayside Newcastle Upon Tyne Northumberland NE6 1LL
72 72HR	
Creation Date: 12/07/2017	Sender Reference: DG138552
To find your local Collect+ store visit: www.collectplus.co.uk/store_locator	
 8T5810015883A001	

Thank you for using Console Doctor

The print quality of your label is important to help Collect+ deliver your parcel on time. Please take a moment to check below before attaching this label to your parcel.

Is the box below solid black?

If it isn't, Collect+ and Console Doctor won't be able to scan your barcode. Please check your ink levels and print again.



Once you have completed the above check to ensure that the label is of the correct quality, cut out and attach the label to your parcel preferably removing or covering any existing labels.

Please note, if this check is not completed, your parcel may be delayed in reaching us.



Thank you for using Console Doctor

What to do next:

- + Wrap your parcel securely
 - + Always use a sturdy box or Jiffy Bag
 - + Use plenty of padding inside to protect the contents
 - + Seal the package with strong tape and attach the label on it, making sure none of the details are covered by tape and that any other labels have been removed, or completely covered
- + Take your parcel to ANY local store offering Collect+ services
- + The Storekeeper will scan your parcel label and **give you a receipt which you will need keep as proof of postage**. It includes a 7 character code which you can use to track your parcel online at www.collectplus.co.uk/track

Kind regards

Console Doctor
www.consoledoctor.co.uk

Stores near NE6 1LL

NE6 1LL

Search



Little's News 0.54 mi

223 Shields Road
Newcastle upon Tyne Tyne and Wear
NE6 1DQ

Mon - Tue 06:00 - 17:30
Wed 06:00 - 18:00
Thu - Fri 06:00 - 17:30
Sat 06:00 - 18:00
Sun 06:00 - 12:00

Disabled access Good

[More details](#)

Family Shopper 0.65 mi

270 Warwick Street
Newcastle Upon Tyne Tyne and
Wear NE2 1BB

Mon - Fri 07:00 - 23:00
Sat 07:00 - 23:00
Sun 07:00 - 23:00

Disabled access Reasonable

[More details](#)

Manns 0.70 mi

54-58 Allendale Road
Newcastle upon Tyne Tyne and Wear
NE6 2SU

