

Device Repair Best Practices

Here are a few suggestions and best practices to get you up-to-speed and on the right track to success with repair services:

- Order your repair parts on a weekly basis, based on projected demand.
- Phones carry a ton of germs; make sure to sanitize your hands, disinfect the work area, and disinfect the device before repairing
- Use the **Cellairis Repair Liability Waiver** form to document customer and device information. As a suggestion and best practice, complete each section of the form.
- Set proper customer expectations when repairing - do not overpromise.
 - Be honest from the get-go.
 - Under-promise, over-deliver.
 - Anticipate needs.
 - Communicate with customer.
- Revisit customer expectations after the sale closes.
- Keep your promises and apologize when you do not.
- On the repair liability form you will see a section called **“Pre-Repair Device Inspection.”** Make sure to run through this section while the customer is at your location.
- If the device will not power on prior to the repair, be sure to document on the Pre-Repair Device Inspection section on the same repair liability waiver form.
 - If the technician is not comfortable with repairing the device, he or she may choose to respectfully refuse to service it.



- The technician must be clear and honest with the customer and explain why he or she is refusing this particular repair.
 - If the technician proceeds with the repair service, make sure to set appropriate expectations and explain that the service may or may not resolve the problem.
- Provide customer with an accurate estimated repair time. When in doubt, **under promise, and over deliver.**
 - If the repair is taking longer than expected, attempt to reach out to the customer to inform them of the delay.
 - Always keep the customer informed of the status of the repair.
- Provide customer with **options** prior to dropping the device with the technician. Here are a examples:
 - Allow the customer to be present during the repair, if he or she chooses to.
 - Allow the customer to keep their phone locked during the repair.
 - Set expectations; if the customer chooses to keep the phone locked, the repair technician will not be able to access the device to run a post-repair inspection until they return.
 - Without access to the device, there may be delays with the service, as you will have to wait for the customer to return to run a post-repair analysis.
 - Always respect the customer's choice.
 - If the customer chooses to provide the technician with the unlock code, the repair technician will run a post-repair device inspection, and another inspection when the customer returns to pick up the device. Essentially, there should be **two (2) post-repair inspections.**
 - Prior to the customer leaving the phone, suggest they clear their browsing history.

- Also remind the customer that the technician would see their most recent photo as a thumbnail within the camera setting while testing.
- As a reminder, the Post Repair Device Inspection includes:
 - Testing Wi-Fi by using the web browser (examples; Safari or Google Chrome): As a suggestion and best practice, always test the browser by going to www.Cellairis.com. Refrain from going to random websites.
 - Testing the Service by making a call: As a suggestion and best practice, always test if the phone is working by calling your Store phone number or the Cellairis Corporate HQ phone number (678-513-4020). Do not call your personal cell.
 - Testing rear and front facing camera by taking a photo: As a suggestion and best practice, test by taking a photo of the Cellairis store or a Cellairis product.
- As a best practice, take advantage of this opportunity to upsell by offering your customer a Cellairis protective case and screen protector.