**TW MOBILE**
〒556-0015 大阪府大阪市浪速区敷津西2-1-28 タイホウハイツ敷津Ⅱ番館 1F · ☎ 06-7897-4347

Reception number (if you applied with the form)
受付番号（フォームで申し込んだ場合）
**M-**

# Mail-in repair application form 郵送修理 申込書

Fill in the required items and enclose this form with the device, together with the signed terms page.

**Do not write your passcode on this form. We will ask for it by phone after the device arrives.**
パスコードはこの用紙に書かないでください。端末の到着後にお電話でお伺いします。

## Your details お客様情報

**Name** お名前

**Name reading in katakana (フリガナ) — foreign nationals: in roman letters** フリガナ（外国籍の方はローマ字）

**Date of birth** 生年月日

**Phone number** 電話番号

**Address (including building name and room number) 〒** ご住所（建物名・部屋番号まで）

**Email address** メールアドレス

**Preferred contact method** ご希望の連絡方法
☐ Email ☐ Phone ☐ SMS ☐ LINE

**LINE ID** LINE ID

## Device 端末

**Type** 種類
☐ iPhone ☐ iPad ☐ Android ☐ Apple Watch ☐ Nintendo Switch ☐ PC

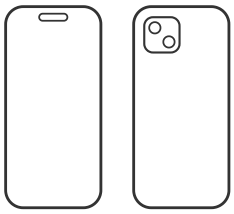
**Model** 機種

**Color** 色

**IMEI / serial number** IMEI / シリアル番号

**Repair or disassembly history** 修理・分解歴
☐ None ☐ Apple / manufacturer ☐ Another repair shop ☐ I opened it myself

**Mark any existing scratches or cracks** すでにある傷・割れに印をつけてください




## Problem 故障の内容

**Repairs you want (choose from the price list; more than one is OK)** ご希望の修理（料金表から選択・複数可）

**Problem and request** 症状・ご依頼内容

**Possible causes (more than one is OK)** 心当たりのある原因（複数可）
☐ Drop / impact ☐ While charging ☐ After an update ☐ Water damage ☐ Suddenly, during normal use ☐ Sudden overheating
☐ Other

⚠ **It may not be possible to transport a device with a swollen battery. Do not mail it; please bring it to the shop.**

## Data and lock データとロック

**Purpose of the repair** 修理の目的
☐ I want to keep my data
☐ I want it to work again (data not needed)

☐ I have backed up my data データのバックアップを取りました

**"Find My" (Find My iPhone / Find My Device)** 「探す」（iPhoneを探す／デバイスを探す）
☐ On ☐ Off ☐ I don't know

**Screen lock** 画面ロック
☐ None ☐ Passcode ☐ Pattern ☐ PIN

**How you will tell us the passcode** パスコードのお伝え方法
☐ By phone after the device arrives ☐ I won't share it (limited checks only)

## Return and payment 返送とお支払い

☐ Return address is the same as my address 返送先はご住所と同じ

**Return: address** 返送先のご住所

**Preferred delivery time (for the return)** お届け希望時間帯（返送時）
☐ No preference ☐ Morning (until 12:00) ☐ 12:00–14:00 ☐ 14:00–16:00 ☐ 16:00–18:00 ☐ 18:00–20:00 ☐ 19:00–21:00

**Payment method** お支払い方法
☐ Cash on delivery (代金引換, cash)
☐ Bank transfer (before the return)

**Carrier you will use to send it** 発送に使う配送業者
☐ Yu-Pack (ゆうパック, Japan Post)
☐ Takkyubin (宅急便, Yamato Transport) ☐ Other

**店舗記入欄 / Staff use**
到着日 Arrived ____/____ 配送業者・追跡番号 Carrier / tracking _____ 同封物 Enclosed □SIM □ケース □充電器 □その他
開封動画 Unboxing video □ 管理コード Repair code _____ 担当 Staff _____ 動作確認は修理受付票へ / Function check on the intake sheet

# Mail-in repair terms (郵送修理規約) 郵送修理規約

Please read these terms before you apply for a mail-in repair. By applying, you are treated as having agreed to them.

## Application and sending

1. **Application** Apply with the online form or the application form (PDF). Send the device only after we have contacted you to say "please send it". We may not be able to accept a device that arrives before we contact you.
2. **How to send** Send it by Yu-Pack (ゆうパック, Japan Post) or Takkyubin (宅急便, Yamato Transport), which have tracking and compensation, with the shipping paid by you (元払い, sender pays). We cannot accept Letter Pack (レターパック), non-standard-size mail (定形外郵便), ordinary mail (普通郵便), mail-delivery services (メール便) or recipient pays (着払い). In the item description field (品名欄), write 「スマートフォン（リチウムイオン電池内蔵）」 (it means "smartphone (built-in lithium-ion battery)").
3. **Do not enclose** Remove the SIM card, SD card, case, charger and cable, and keep them with you.
4. **Swollen batteries** It may not be possible to transport a device with a swollen battery. Do not mail it; please bring it to the shop.
5. **Accidents in transit** Loss or damage in transit from you to our shop is covered by the carrier's compensation system. Before sending, take photos of the device and keep your copy of the shipping label. For accidents while we return the device to you, we deal with the carrier.
6. **Check on arrival** We record the opening of the package on video and check the appearance and operation of the device.

## Prices and payment

7. **Quote** The prices shown on the website are estimates. If the diagnosis after arrival changes the work or the amount, we will always contact you, and we start work only after you approve.
8. **If you decline the repair** If you decline the repair after the quote, we charge a diagnostic fee of ¥2,500–¥5,000, depending on the materials used and the difficulty of the work, plus the return shipping fee.
9. **Water-damaged or heavily impacted devices** We will try to repair the device so that it can be used again. Even if it cannot be made usable, if we are able to recover the data in some way, we charge the logic board repair fee.
10. **Long repairs** If the repair is expected to take one week or more, for example because parts are hard to get or the cause of the fault cannot be identified, we may return the device unrepaired. In this case there is no diagnostic fee (you pay the return shipping fee).
11. **Shipping costs** You pay the shipping to our shop. You also pay the return shipping (Yu-Pack) and the cash on delivery (代金引換) fee, but if the repair total (tax included) is ¥10,000 or more, we pay them.
12. **Payment** Pay by cash on delivery (Yu-Pack, cash) or by bank transfer before the return. You pay the bank transfer fee.

## About the repair

13. **Opening the device** Because of the manufacturer's design, some devices are hard to open, for example because of strong adhesive or press-fitted parts. Even when we work carefully with special tools, small marks may in rare cases remain on the body.
14. **Parts** We choose and use the best parts available on the market. They are not genuine manufacturer parts, so their color or size may differ slightly from the original parts.
15. **Messages after a part replacement** The serial number of a replacement part does not match the original number registered in the device, so an error or notification may appear. We are not an authorized service provider of the manufacturer, so you may no longer be able to receive the manufacturer's warranty (such as AppleCare).
16. **Water resistance** After a repair, the device's water resistance is reduced. On request, we can fit a dust- and water-resistant gasket for an extra charge. However, this does not guarantee water resistance.

## Passcode, data and photos

17. **Passcode** We ask for the passcode only in the dedicated field of the online form, or by phone after the device arrives. Do not send it on paper, by email or on social media. We use it only to check that the device works and delete it after the return. We recommend changing your passcode after you receive the device.
18. **Without a passcode** If you do not tell us the passcode, we can only check start-up, display, touch and charging, and functions we cannot check are not covered by the warranty.
19. **Data** Always make a backup before sending. We never view or copy your data.
20. **"Find My"** As a rule, you can leave it on. If the repair requires it to be turned off, we will contact you.
21. **Photos** We may photograph the repair process for advertising or records. You can choose whether to agree when you apply. Faces, screen content and personal information are never shown.
22. **Personal information** In line with the privacy policy, we use your information only for this repair, contacting you, returning the device, the warranty, and, if you wish, sending you news.

## Warranty, storage and other matters

23. **Warranty** We tell you the warranty period with the quote. It starts on the day you receive the returned device. Devices with damage from strong impact or water are not covered by the warranty.
24. **Check after receiving** When you receive the returned device, check its appearance and operation right away. If there is any damage or fault, contact us with photos within 3 days.
25. **Storage period** We keep the device for 3 months from the day we tell you that the repair is complete or send you the quote. The same applies if a cash on delivery parcel is not collected and comes back to us (you pay the shipping for sending it again). After this period, we erase the data, take the device apart and dispose of it.
26. **Devices we cannot accept** We cannot accept stolen devices or any device that we suspect you have no legitimate right to.
27. **Customers under 18** Customers under 18 need the consent of a parent or guardian. Fill in the parental consent form in the application form (PDF) and enclose it.
28. **Liability** Except in case of intent or gross negligence (故意または重大な過失) on our part, our liability for damages is limited to an amount equal to the price of that repair.
29. **Language** Translations of these terms are for reference only. If there is any difference, the Japanese version prevails.

**I have read and agree to the mail-in repair terms above and request the repair.**
上記の郵送修理規約を読み、同意のうえ修理を依頼します。

☐ I am 18 or older 18歳以上です ☐ I am under 18 and have enclosed the parental consent form 18歳未満で、保護者の同意書を同封しています

| Date 日付 | Name お名前 | Signature ご署名 |
|---|---|---|
| | | |

# Parental consent form 保護者同意書

I consent to the minor named below requesting a mail-in repair of a device from TW MOBILE, and I agree to the mail-in repair terms.
わたしは、下記の未成年者が TW MOBILE に端末の郵送修理を依頼すること、および郵送修理規約の内容に同意します。

**Name of the applicant (minor)** ご本人（未成年者）のお名前

**Reception number (if you applied with the form)** 受付番号（フォームで申し込んだ場合）

**Parent or guardian’s name** 保護者のお名前

**Relationship** 続柄

**Parent or guardian’s address 〒** 保護者のご住所

**Parent or guardian’s phone number** 保護者の電話番号

**Date** 日付

**Parent or guardian’s signature** 保護者のご署名

**TW MOBILE**
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Reception number (if you applied with the form)
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**M-** 00012

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## Your details お客様情報

**Name** お名前
Alex Smith

**Name reading in katakana (フリガナ) — foreign nationals: in roman letters** フリガナ（外国籍の方はローマ字）
ALEX SMITH

**Date of birth** 生年月日
1995 / 04 / 18

**Phone number** 電話番号
090-1234-5678

**Address (including building name and room number)** 〒 ご住所（建物名・部屋番号まで）
556-0015 大阪府大阪市浪速区〇〇1-2-3 〇〇マンション 101

**Email address** メールアドレス
sample@example.com

**Preferred contact method** ご希望の連絡方法
☑ Email ☐ Phone ☐ SMS ☐ LINE

**LINE ID** LINE ID

## Device 端末

**Type** 種類
☑ iPhone ☐ iPad ☐ Android ☐ Apple Watch ☐ Nintendo Switch ☐ PC

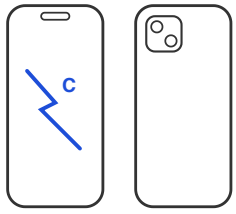
**Model** 機種
iPhone 13

**Color** 色
Blue

**IMEI / serial number** IMEI / シリアル番号
35 123456 789012 3

**Repair or disassembly history** 修理・分解歴
☑ None ☐ Apple / manufacturer ☐ Another repair shop ☐ I opened it myself

**Mark any existing scratches or cracks** すでにある傷・割れに印をつけてください




## Problem 故障の内容

**Repairs you want (choose from the price list; more than one is OK)** ご希望の修理（料金表から選択・複数可）
Screen replacement (value panel) ¥14,900

**Problem and request** 症状・ご依頼内容
Dropped it last week. The screen is cracked and part of it does not respond to touch.

**Possible causes (more than one is OK)** 心当たりのある原因（複数可）
☑ Drop / impact ☐ While charging ☐ After an update ☐ Water damage ☐ Suddenly, during normal use ☐ Sudden overheating
☐ Other

⚠ **It may not be possible to transport a device with a swollen battery. Do not mail it; please bring it to the shop.**

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☑ On ☐ Off ☐ I don't know

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☑ Yu-Pack (ゆうパック, Japan Post)
☐ Takkyubin (宅急便, Yamato Transport) ☐ Other

**店舗記入欄 / Staff use**
到着日 Arrived ____/____ 配送業者・追跡番号 Carrier / tracking _____ 同封物 Enclosed □SIM □ケース □充電器 □その他
開封動画 Unboxing video □ 管理コード Repair code _____ 担当 Staff _____ 動作確認は修理受付票へ / Function check on the intake sheet

Example · 記入例