

Repair Service Step by Step

Written by Tom Adkins

Saturday, 10 December 2005 11:52 - Last Updated Wednesday, 03 February 2021 18:51

Step 1 - Download Form

You must download and fill out the "REPAIR FORM". This downloaded form will assist in your repair request and serve as your copy of the repair service request. You may add as many phones as necessary on this form. This form is required for the repair service. Please include as much information on the form as possible so that we may better service your phone. If you are having trouble downloading the PDF file, please don't hesitate to [contact us](#) for assistance.

Step 2 - Fill out form

Please be sure to include all information listed on the repair form. This will help us process your repair as quickly as possible.

Step 3 - Fax or e-mail

Please fax or e-mail the completed form to us. Our fax number is 419-893-1001. You can also e-mail the form to ricbavin@NXNGroup.com.

Step 4 - Payment

Call 419-893-1001 to give payment information. We accept Visa & MC to verify your order. Your card will not be charged until repair is complete. Once we receive your phone and complete the repair, we will contact you to collect payment. Please DO NOT make a PayPal payment, or send a money order or check, as the repair service may exceed standard rate if unrepairable.

Step 5 - Ship your equipment

Please package your phones in a secure box with bubble wrap or newspaper. Please include a copy of the repair form with your package. Our repair form has the shipping address listed on it. You are responsible for shipping to and from our facility. Please make sure your "Bill To" and "Ship To" address are properly listed on your form.

Our Shipping address:

NBXGroup, Inc

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Attn: NBX Repair
1340 Conanat Street
Maumee, OH 43537

Step 6 - Complete Order

Once your phone repair is complete, we will call to verify shipping arrangements and at that time, we will charge your Visa or MC the appropriate amount.