

Screen Repair Request Form

All information is required unless stated.

StarHub Enterprise

COMPANY AND CONTACT PERSON DETAILS

Company Name

Name as in NRIC / Passport

Business Registration

NRIC / Passport Number (Last 4 characters)

Registered Business Address*

Contact Number

* Pick-up and return of device will be made to your Registered Business Address

SECTION A : SCREEN REPAIR REQUEST

Screen Repair Request

Screen Repair Warranty Request**

Device User Name as in NRIC / Passport

Enrolled Device Brand and Model

NRIC / Passport Number (Last 4 characters)

Capacity (GB)

Colour

Enrolled Mobile Number

Enrolled IMEI

**Warranty request must be within 12 months from the date of screen repair

SECTION B : UPDATE OF IMEI DETAILS (To be completed if there is an exchange of device)

Enrolled IMEI

Enrolled Mobile Number

New IMEI

Date of Warranty Exchange

Day Month Year

(Please attach a copy of the exchange document from OEM showing the New IMEI in the email)

All information is required unless stated.

StarHub Enterprise

SECTION B : AUTHORISATION AND AGREEMENT

Summary of the key terms and conditions for the screen repair:

1. only repairs to your mobile device's screen will be carried out;
2. your mobile device will be collected and returned to you at the same location and at the dates/times indicated by our call centre/email
3. your mobile device must not be modified, and you must delete all user content and data from your mobile device. Your mobile device will be reset to factory default settings;
4. if your mobile device is unsuitable for Screen Repair or has been modified with in any manner, your unrepaired mobile device will be returned to you.

By signing and submitting this this repair request form, you agree to the full terms and conditions for the screen repair service [here](#). (Click here to see full Terms and Conditions)

<i>Signature of Contact Person</i>
<i>Date</i>

<i>Signature of device user (If different from Contact Person)</i>
<i>Date</i>

<i>Company's stamp or Company's Business Profile (dated within 6 last months)</i>

What to do next



Send the completed signed form to screenrepair_starhub@asurion.com from your company's email address. An incomplete form will be returned to the sender.

For StarHub Screen Repair Internal Use Only

<i>Processed by:</i>	<i>Screen Repair Request No.:</i>	<i>Remarks, if any:</i>
	<i>Processed Date:</i>	

