



960 S. 24th St. W,
Suite B
Billings MT 59102
406-534-2547

Mail In Repair Form

Name: _____
Phone # : _____
Email : _____
Device: _____
Repair Necessary: _____

Description of Problems:

(Please fill out this form thoroughly. It will help us serve you!)

Return Address: _____

Ship device to

iDoctor
960 South 24th Street West,
Suite B
Billings MT 59102

Please call us before sending in your device so we can check our stock and give you an initial estimate on time and cost. Send only the device to be repaired, as we do not track or accept responsibility for accessories.

Tracking the Repair

Once we receive the device in the mail, it will be entered into our workflow. One of our technicians will create a unique ticket #. Using this you can track your repair during our in house repair process and get any important updates on the status of the repair. The majority of repairs are started and completed in less than 1 hour. Of course, throughout the process we are sure to keep in touch with our customers. Anything unusual or not disclosed in the description will be noted and the customer will be contacted.

Payment and Return Shipping

Once the repair is completed we will call and let you know how the repair went. We will also accept a credit card over the phone for payment at this time. Regular return shipping is on us via First Class USPS, this is 3-5 days. We can overnight your device for an additional charge if requested.

We sincerely appreciate your business!