

How long does the repair take?

Our turnaround time is extremely fast! Nearly all our repairs are shipped back out the same day we receive your broken phone! This is accomplished by having highly skilled techs. We insure that all phones received runs through a complete incoming inspection, repair, and outgoing inspection. We also use the same exact parts used by Apple. No steps in quality are sacrificed and we warranty any part we replace for 90-days! We offer the best price, highest quality parts, and the quickest turn-around.

I just finished checking out, now where do I ship my iPhone?

Please ship your phone to:

www.ifixyour.com

748 Park Ave

Suite D

Lake Park, FL 33403

When you repair an iPhone, is the factory warranty is void?

Our repairs use the same parts that Apple does. Majority of our repairs do not void the warranty as there is no difference in the parts we use and Apple uses. Apple claims that broken glass/lcd voids this, but our repair will reinstate the original warranty. We have had many customers whose phones had software problems actually have them swapped out under warranty after being repaired at our facility.

Do you offer any type of warranty?

All repairs carry a 90 day parts and labor warranty which means if you have any issues related to the repair within 90 days we will take care of it free of charge!

Do I have to pay extra for parts and/or labor?

NO! All our services and repairs on our site include all parts and labor! There are NO hidden fees or charges! For example, if you send your phone in for our water damage service and we replace a LCD, battery, and a home button you still only pay the \$99.

My phone seems to be having a bunch of different things wrong with it.

Absolutely! Please contact us at 1-877-686-iFix(4349) and we'll quote you on the most cost effective route to get you back up and running!

Do you offer multiple phone discounts? I have a couple that need to be fixed.

We definitely do! Give us a call at 1-877-686-iFix(4349) and we will get you the best deal around!

What if you are unable to save my water damaged iPhone?

If we are unable to save your water damaged iPhone your money back, it's that simple. We will NEVER charge for work that is not complete.

If I send my phone in how do I know I'm going to get it back?

We are a register business with Palm Beach County, the state of Florida, and the Better Business Bureau. We are in the business of fixing iPhones not stealing them. If you send your iPhone in for repair you will receive updates as your phone is received, repaired, and returned back to you! We have an [eBay account](#) with perfect feedback since 1999, and have been paypal verified and confirmed for many many years!. Also, you can look us up on the State of Florida website as we are a registered for profit corporation. If your still feeling uneasy about sending your precious iPhone out please call us at 1-877-686-iFix(4349) Monday – Saturday 10 AM – 7 PM

Eastern Time and speak to one of our helpful customer service representatives.

I live in the Palm Beach County area is there any way to stop by your office to have the repair done so that I can save on shipping?

Definitely! Walk-ins are always welcome! Our hours are Monday through Saturday 10 am – 7 pm and Sundays by appointment. No appointments are necessary and our technicians can complete most repairs in minutes while you wait in our state of the art waiting room!

What if I send you my damaged, but working phone, and you end up further damaging it?

Not a chance. We repair hundreds of phones per week and are highly skilled at what we do. There is no chance that if you send us a working phone, we send you a broken one in return. We complete incoming and outgoing inspections to insure that all bases are covered pre and post repair.

My touch screen doesn't work, but the glass is not shattered. What repair do I pick?

The glass and digitizer repair is what you are in need of.

If I choose Overnight Prepaid Shipping Container option is the empty shipping container also shipped to me overnight?

No, our empty shipping containers are always shipped via USPS Priority Mail or FedEx Ground. If you paid for the overnight option there will be a prepaid shipping label inside the container that is labeled overnight. If you're in a rush to get your phone fixed we highly recommend you shipping it yourself so you don't have to wait around for the empty box.

Is my iPhone insured on both the trip to your repair facility and the way back?

Definitely! We insure all outgoing containers with iPhones for \$400.

How do I know if I need the LCD repair or not?

The screen appears black, white, bleeding, or has dead pixels, you need to replace the LCD. If the glass is cracked as well, you will need to choose the LCD & Glass repair. You can send us a picture of the current condition of the phone while it is powered on to support@ifixyour.com and we will do our best to diagnose it.

What guarantees do you have in regards to my data privacy?

At iFixYouri we do not store ANY of your private data. Our checkout process has the highest security with the latest encryption. Be sure that we will not access any of your private data for any reason and will only operate the phone for testing purposes to ensure that it is functioning properly during outgoing inspection. You may password protect your iPhone if you feel it is necessary but note that doing so will limit our ability to test certain functions of the iPhone (i.e camera, headphone jack and signal antennas). iFixYouri.com is not responsible for and cannot guarantee the functionality of those features if the phone is password protected.

What do I need to send with my iPhone?

Nothing, all we need is the phone you would like repaired.

Why do you only offer FedEx and USPS options? Can I use UPS?

We currently only offer USPS and FedEx shipping because most of our packages are under 11lb. The rates for these two companies are significantly lower for the size shipments we do than UPS. We can ship UPS upon request. Please email support@ifixyour.com or call us at 1-877-686-iFix(4349) to arrange UPS shipping.

Do you buy broken iPhones?

Yes, we do, please visit our sister site, www.ibuyyour.com, fill out the form, and we'll call you back within a couple

hours and get you a quote!

Do you sell iPhones?

Yes, we do. It all depends on what we have in stock. If you're in the market for purchasing an iPhone please call us at 1-877-686-iFix(4349) and ask a representative what is currently available in stock.

I don't feel comfortable buying on the site are there any other ways I can pay?

Sure to arrange other forms of payment please call our Customer Service Representatives at 1-877-686-4349 and they would be happy to assist you.

I found a cheaper price but like your site a lot better is there anyway you would match their price?

Depending on where you found the price we can usually assist you with this, please just give us a call at 1-877-686-iFix(4349) and we will see what we can work out.

Can you bill my shipping account with FedEx or UPS?

Yes. Please just call a customer service representative at 1-877-686-iFix(4349) to make the proper arrangements. Please note, we are not responsible for packages lost in transit back to the customer if they supply their own shipping label or shipping account.

I tried to fix my iPhone on my own and have it kind of taken apart. Can I send it to you and have you fix it?

We sure can! This happens more often than you think! Just purchase the diagnostic service repair, our customer service representative will call you and assess the problem, you send us the phone, we fix it and repair it quick!