

200 Hector Connolly Dr., Suite 107  
Carencro, LA 70520  
(337) 981-2606



## Service Repair Mail-In Form

Please fill out the following form and email it to [acmt.carencro@theorchardstores.com](mailto:acmt.carencro@theorchardstores.com).  
Please include a copy of this form with your device as you mail it to the above address.

|                       |              |
|-----------------------|--------------|
| <b>Customer Name:</b> | <b>Date:</b> |
| Mailing Address:      |              |
| City, State, Zip:     |              |
| Phone Number:         |              |
| Email Address:        |              |

Please fill out the following questions in regards to the device you are submitting for service repair.

|  |     |   |   |
|--|-----|---|---|
| Product Description:                             |     |   |   |
| Serial Number:                                   |     | We need this in order to verify your device as well as any warranty status.                               |   |
| Purchase Date:                                   |     | This helps with troubleshooting problems that occur with aging products.                                  |   |
| Last Backup?                                     |     | We want to help you protect your data from being lost if possible.  |   |
| Passcode:  |     | We need this to be able to access information that could point us in the right direction of your problem. |   |
| <b>Is the Find my Device feature turned off?</b> | YES | NO  | <b>Please make sure that this feature is turned off as we will not be able to accept this form if it is not. We are unable to accept repairs where this feature is turned on.</b> |

For help turning off Find My Device, please visit:

<https://support.apple.com/guide/icloud/remove-devices-and-items-from-find-my-mmdc23b125f6/icloud>

|   |
|---|
| Problem Description:  |
| Does the problem repeatedly occur? _____ If yes, how often? _____ |