

# WeFix

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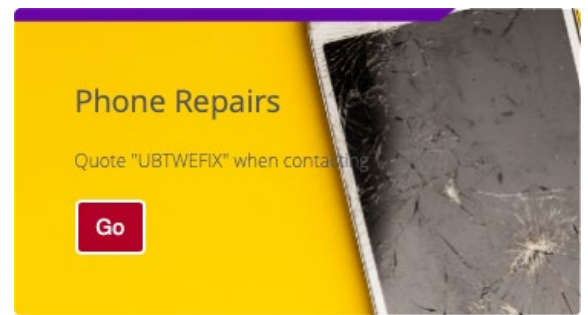
ORDER PROCESS

## 1. VISIT UBTEAM.CO.UK

- Log on to ubteam.co.uk.
- Navigate to Products and Services > Phones, Smart Devices & Communications > Scroll Down and Select 'Handset' Repair.
- From this link you will be redirected to the WeFix website..

## 2. SELECT PHONE

- Select your handset model.
- Following this, please select your handset colour.



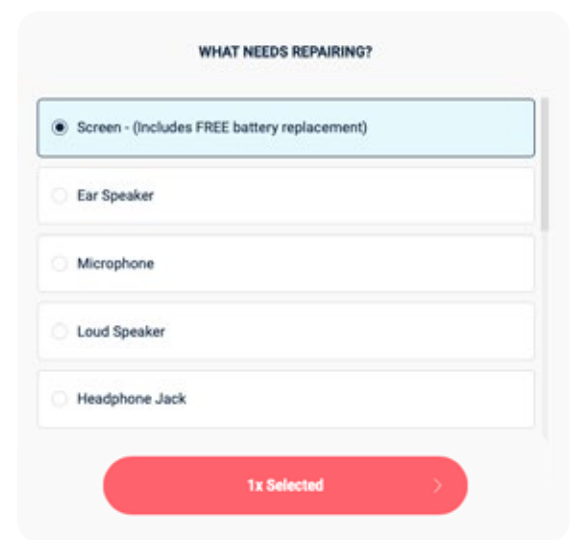
## 3. SELECT LOCATION

- Enter your postcode.
- Select 'Book Now'.



## 4. SELECT DAMAGE OR ISSUE

- Select what needs repairing.  
IT'S VERY IMPORTANT TO SELECT EVERYTHING WHICH NEEDS TO BE REPAIRED, OTHERWISE THE REPAIR TECHNICIAN MAY NOT BE ABLE TO REPAIR THE HANDSET. FOR EXAMPLE, IF THE CAMERA ISN'T WORKING, BUT YOUR SCREEN OR BACK CASING IS BROKEN YOU NEED TO SELECT 'SCREEN' AND 'CAMERA'. IF YOU HAVE ANY ISSUE WITH THIS OR NEED ADVICE CALL OR EMAIL UBT OR WEIFIX.
- Once you've selected everything which needs to be repaired, click on '1x Selected'.



#### 4. SELECT DAMAGE OR ISSUE (CONT.)

- Confirm the damage, then select 'Continue to Basket'.
- Check the contents of your basket, then continue to 'Select Repair Date'.

### CONFIRMATION REQUIRED


Please confirm if any of the following parts have any damage too. If so, they will also need to be replaced during the repair.

**Back glass?**

☐ It's damaged

☐ It's not damaged

### YOUR BASKET

<div>  <div> <b>Galaxy S9+ Midnight Black</b> <div>Edit</div> <div>Remove</div> </div> </div>	
Screen	£249.00
<div>MERRY CHRISTMAS SALE!</div> <div>NOW £239.00</div>	
Back Glass	£24.95

Select Repair Date >

#### 5. CONFIRM TIME & LOCATION

- Select the most convenient time, then click 'Select Location'.
- Complete your details - Select the repair location from the drop-down list at the top of the screen then 'Checkout'.

### WHEN WOULD YOU LIKE YOUR REPAIR?

**Here's the next available dates:**

We send your time slot at 08:00 on the morning of your repair.

☐ Tomorrow
 

Unavailable

☒ Mon 16th Dec
 

Only 3 slots left!

#### 6. PROMO CODE - UBTWEFIX

- Check your personal details are correct.
- Add the promo code 'UBTWEFIX'.

Click 'Add' to type in the **UBTWEFIX** promo code.

### CHECKOUT AND PAYMENT

Your session will end in **9m 26s**

#### Repair details

Repair location

U B T (Eu) Ltd, Exchange Place, Poseidon Way, Warwick, CV346BY

Repair date

Mon 16th Dec


Timeslot

We will send your timeslot on the morning of your repair

Promo code

Add

#### Devices to be repaired



**Galaxy S9+ Midnight Black**

Edit basket

Screen	£249.00
<div>MERRY CHRISTMAS SALE!</div> <div>NOW £239.00</div>	
Back Glass	£24.95

#### Confirm your billing address\*

☒ U B T (Eu) Ltd, Exchange Place, Poseidon Way, Warwick, CV346BY
 

☐ Use different address

## 7. PAYMENT

- Double check all your details are correct.
- Head to 'Payment Options' and select the method you would like to use.
- Add your payment details then select 'Complete Booking'.
- Once confirmed, you will receive an email to say the repair is booked.

Pay now on debit / credit card

Pay with PayPal

PayPal Checkout

Pay with debit / credit card

Card number\*

4111 1111 1111 1111

The long number on the front of your card

Expiry date\*

10/19

CVV\*

123

The three digits on the back of your card

Complete Booking

## FOR ANY ENQUIRIES:

- Call: 03300 55 55 00
- Email: [mobilesupport.uk@ubteam.com](mailto:mobilesupport.uk@ubteam.com)