

Mobile Klinik business repair

Based on Mobile Klinik's repair volume, we estimate that between 5 and 10% of people break their phone every year and these repairs are rarely covered by a warranty, resulting in unserviced repairs and extra costs incurred for businesses.

Mobile Klinik's repair services allow you to quickly process accidental damage and out-of-warranty smartphone and tablet repairs through multiple convenient service options. This service is now available as part of the TELUS family and through the brand you trust.

Key benefits

Reduced downtime: Multiple convenient repair options to suit business needs, through in-person appointments at 90+ locations, on-site mobile van repairs and mail-in service for remote locations.




Excellent repair service experience: Repairs are completed by customer-service oriented and certified technicians. Mobile Klinik offers a lifetime guarantee on repair services and full pre and post device inspections.

Cost savings: Repairs are affordable, with an average repair cost of \$165¹, and more cost effective than replacing with a new device².

TELUS integrated billing: As Mobile Klinik is integrated with TELUS services, you can have the cost of a repair billed back to your TELUS wireless business account.

Environmentally conscious: Help reduce your carbon footprint by repairing and reusing your current device.

Repair services offered

In-store repair	On-site mobile van repair	Mail-in repair
 90+ locations ~60-minute repair, reduced downtime	 Mobile van repair on-site at your work or home office ~60-minute repair, reduced downtime \$30 fee per visit (in addition to repair service fee)	 72-hour repair (not including shipping time) Free shipping on repairs valued at over \$100



1. This is an average cost of typical accidental damage repairs with Mobile Klinik.
2. We estimate the cost of a new device to be \$800. © 2021 TELUS. 21-1193

5 steps to complete a repair with Mobile Klinik

Once Mobile Klinik services have been enabled for your account:

- 1 End-user damages their device and contacts their administrator. The administrator contacts TELUS' customer service team to initiate the repair.
- 2 TELUS' customer service team will:
 - Validate Mobile Klinik eligibility (accidental damage or out of warranty)
 - Request contact information
 - Assess the repair "authorized maximum/cut-off spend" amount for the end-user
- 3 Mobile Klinik's customer service team contacts the end-user of the device, validates information, outlines repair options and books the appointment.



In-store repair
~60 minutes



On-site mobile van repair
~60 minutes



Mail-in repair
~72 hour repair plus shipping

- 4 Mobile Klinik technician completes the repair.
- 5 You will see the repair charges on your next invoice.



Mobile Klinik supports all major manufacturers



MOTOROLA



LG

SAMSUNG



HUAWEI



BlackBerry

To enable Mobile Klinik repair services for your business, please contact your TELUS Account Manager. For more information on locations and service, please visit mobileklinik.ca

