

# iREPAIRSQUAD

The Premier Electronics Repair + Refurbishing Center

iPods · iPhones · MacBooks · PS3s · PSPs · Wiis · Xbox 360s · Zunes

**AFFILIATE PROGRAM**  
[www.iRepairSquad.com](http://www.iRepairSquad.com)

# Offering a full service electronics repair solution to your customers is:

## Simple

- Free diagnostic orders are submitted online for your convenience.
- Free Shipping on all orders (UPS shipping label provided).

## Quick

- Free Electronic Diagnosis with 24-hour turnaround time.
- Free same day UPS pickup or use any UPS drop center location for your convenience.

## Rewarding

- Expand your customer base rapidly offering new services.
- Gain a valuable new revenue stream.
- Receive 15% commission on all repair orders.

## Partnership

The goal of our affiliate program is to partner with you to provide a simple solution for all your customers' electronics repair needs! By partnering with us, you can offer your customers convenient, fast and reliable electronics repair solutions! Our Affiliate Program makes customer service a breeze! Your customers and employees will be impressed with the simplicity of the process and your business will gain a valuable new revenue stream!

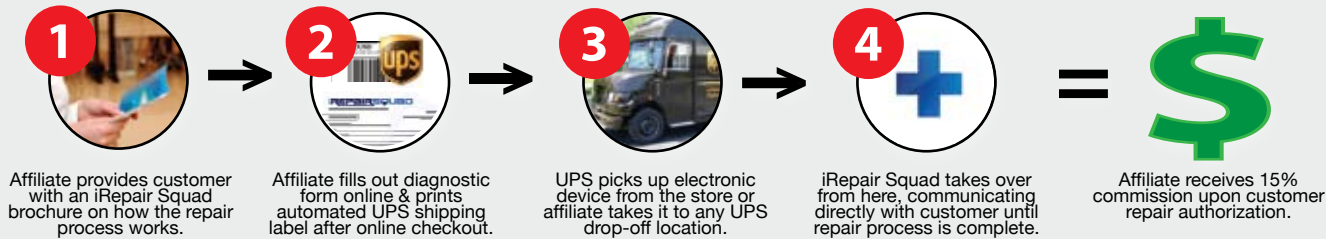
## Why Join?

- Repair services for electronics are in very high demand!
- Repair is up to 70% cheaper than buying a new device at retail!
- Repairs are guaranteed to ensure customer satisfaction!

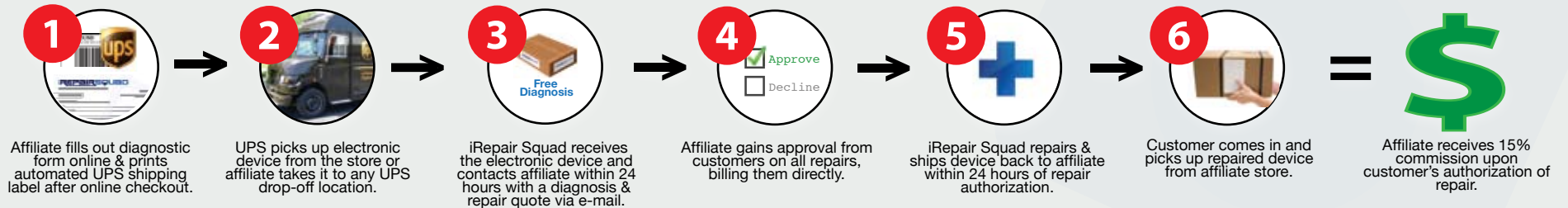


# iRepair Squad offers 2 affiliate programs to choose from:

## Basic



## Advanced



# iRepair Squad Affiliate Program

## About Us

Today, iRepair Squad partners with businesses nationally and internationally to provide electronics repair and refurbishing services to individuals and businesses alike. Through strategic business relationships, a dedicated and experienced board of advisors, and a commitment to excellence, iRepair Squad is able to offer superior products, services, and award-winning support to customers.

### iRepair Squad Certified Technicians:

Our electronics technicians are the best in the industry. They undergo extensive technical training to become certified as iRepair Squad Certified Technicians. They are an important part of the iRepair Squad team and are proud to be held to a commitment of excellence as they diagnose, repair, and refurbish electronic devices!

### Why should I partner with iRepair Squad?

- Our Certified Technicians are the most skilled in the industry repairing & refurbishing thousands of electronic devices a month
- Our 7-Step Quality Control Procedure ensures our customers' receive only the highest quality repair services
- We are members of the BBB and The Peoria Area Chamber of Commerce.
- We offer 15% commission while most other Affiliate Programs only offer 5% or 10%.
- We offer Live Online Support & Toll Free Technical Support you can count on Monday – Friday (8:30am – 5:30pm CST.)
- We offer quality promotional materials to market your new service offerings to the public
- Our repair services are backed by a 90-day warranty
- Your personal iRepair Squad representative can answer all of your questions about the program and accommodate special requests for your company.

## Setup and Support

We will give you the support you need to help you get your affiliate program up and running! Once it is in place, you will be on your way to adding a valuable new service to your customers all while gaining a valuable new revenue stream for your company!

## FAQ

Answers to commonly asked questions from potential iRepair Squad affiliates.

### **What is the level of involvement with the customer after they drop off their electronic device at our store?**

**Basic:** None. After the customer drops off the electronic device, your work is done. iRepair Squad then communicates, receives payment from, and ships directly to the customer.

**Advanced:** Your employees will assist customers through several easy steps. The affiliate will gain approval from customers on all repairs, billing them directly. Then, once iRepair Squad returns the device to the affiliate, the customer will come in and pick up the repaired device from the affiliate store.

### **What are the minimum requirements to be an affiliate?**

There is no set minimum requirement concerning the number of electronic devices your company must send in for repair. Some affiliates will send in several items per day; others may be just starting to get the word out that they now offer this service.

### **Do you provide support during the start-up of our program?**

Yes! Once you have decided that you would like to become an affiliate of iRepair Squad, we will assign a representative to personally handle your account. We will also deliver a starter package including all the materials and instructions you need to begin the program. This will not only include shipping and promotional materials, but also an easy set of instructions for your employees to follow.

### **How do I receive my commissions?**

You will receive your commission upon authorized payment by the customer.

### **What if the customer decides not to repair their electronic device?**

For whatever reason, sometimes customers decide not to repair their electronic device. Many customers will then purchase a refurbished unit from us. In this case, our affiliates will receive a 15% commission on that sale.

# iRepair Squad Affiliate Program

## FAQ (continued)

### How often do customers decide not to repair or replace?

It is uncommon for a customer to be uninterested in either repairing or purchasing a refurbished unit. From our numbers over 90% of customers will either repair or replace.

### How does the customer pay?

**Basic:** We will contact the customer within 24 hours of receipt with a diagnosis. The customer can then either authorize the repairs with any major credit or debit card, or decline the repairs and recycle their iPod with no charge associated. If the customer would like their iPod shipped back to them without the repairs being completed, they will simply pay the return shipping and handling fee.

**Advanced:** When the customer drops off their device for repair, the affiliate will obtain the customer's billing info. Upon diagnosis of the device, iRepair Squad will email the affiliate a repair quote. The affiliate will then call the customer to receive approval for the repair, and bill the customer directly.

### How does the shipping work and who pays?

Affiliates will not incur any shipping costs. Customers using our affiliates will receive complementary shipping to our facility. The return shipping is paid by the customer with the cost of the repairs. Return shipping is \$10.00. If the customer chooses not to repair the electronic device, they can simply pay the return shipping charges or choose to have us recycle their device.

### Do you provide supplies?

iRepair Squad provides all the materials and supplies needed for you to assist your customers in obtaining quality repairs. Our starter package includes everything you will need from shipping materials to promotional materials and a step-by-step guide for your employees on how it works.

### What services do you provide?

We provide all services related to repairing, upgrading and improving electronic devices. iRepair Squad specializes in making all electronic devices look and play like new! Please visit our website at [www.irepairsquad.com](http://www.irepairsquad.com) for pricing on specific repairs.

### How quickly are the repairs made after the customer authorizes?

We make every effort to complete authorized repairs within 24 hours. Upon occasion, there will be a short wait if we need to order an uncommon replacement part. In general, providing the customer is available for authorization, all electronic devices stay in our facility for only 48 hours not counting weekends and holidays.

### How many electronic devices can a customer send in?

Customers can send unlimited electronic devices in for diagnosis/repair. Additional postage is not necessary to send or receive more devices. The return cost will always be \$10.00 per box (unless the customer wants overnight shipping).

## JOIN NOW

**Affiliate with the world's largest electronics repair + refurbishing center. Start your new revenue stream today! It's free and easy to join.**

Offer all the hottest mp3 player & gaming console repairs directly to your customers in a physical store location and/or directly on your website.

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