
DIAGNOSE • REPAIR • VERIFY

MOBILE PHONE REPAIR GUIDE

Bring the repair to the customer.

Control parts and margin.

Protect data and property.

INTAKE | PARTS | REPAIR | HANDOFF

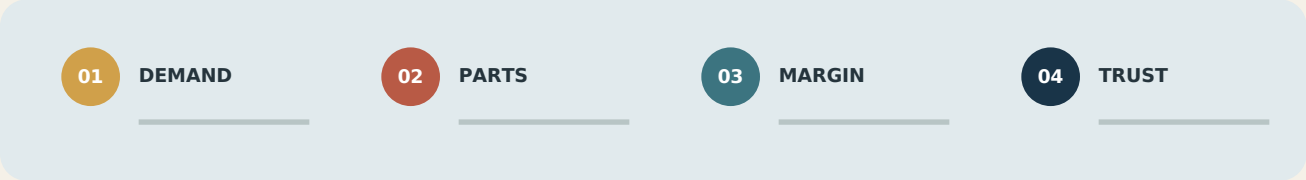
Veteran's Strategic Solutions LLC



START HERE

How to Use This Guide

Read the core guide first. Then use the worksheets to test the convenience gap, plan tools and parts, price repairs, document device condition and customer authorization, invoice the work, track parts and margin, and protect customer property, data, batteries, and work surfaces.



PRECISION REPAIR | A clean portable workstation protects the device and the customer's trust.

PIECE	USE
Core guide	Test demand, resolve the parts question, define one repeatable repair, price the visit, and launch.
Operating kit	Use the startup, budget, estimate, intake, invoice, tracker, and compliance pages for every device.

CORE GUIDE 01

1. The bet

01

DEMAND

02

PARTS

03

MARGIN

04

TRUST

The core assumption. Your service area has customers who must drive to an established shop or wait for a limited local technician. The bet is that enough of them will pay a premium not to do either.

Three ways it fails.

Screen repair is a commodity. The work is identical everywhere and the only lever is price, which is a race he cannot win against a shop doing volume.

The parts question is unresolved and it decides the line. Whether Apple's Independent Repair Provider programme accepts a mobile-only operator with no fixed commercial address has never been answered. Free to join, and it is the difference between genuine parts at authorised pricing and aftermarket screens.



CONDITION INTAKE | Record damage, identity, authorization, and expected result before opening the device.

CORE GUIDE 02

2. Who pays, in their own words

01

DEMAND

02

PARTS

03

MARGIN

04

TRUST

The customer who cannot leave work during the day.

"It's been cracked for three weeks. I'm not driving across town on a Saturday to sit in a shop."

The parent whose kid destroyed a phone on Friday night. Weekend availability can be worth more than price.

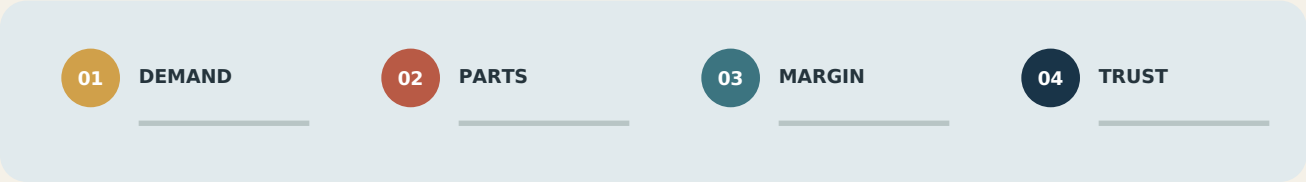
The person whose phone is their business. A realtor, a driver, a one-person contractor. Downtime costs them money, so speed beats price outright.



FUNCTION CHECK | Test the repaired phone with the customer before final acceptance and payment.

CORE GUIDE 03

3. The smallest version you can charge for

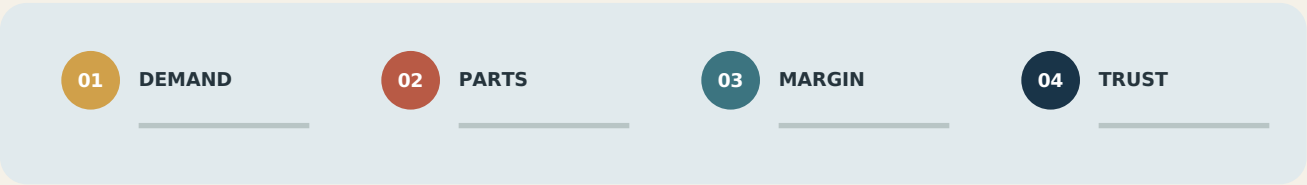


One repair type, done at the customer’s location, booked by text. iPhone screens only, the most common failure and the most predictable part to stock. No storefront, no hours, no sign.

Adding Samsung, batteries and charge ports comes after the first ten screens, not before — each new model is another part to hold and another way to be wrong.

BUSINESS LENS	CONTROL
Convenience	Sell the saved trip and reduced downtime.
Inventory	Limit models and part exposure.
Margin	Track invoice less part cost on every repair.

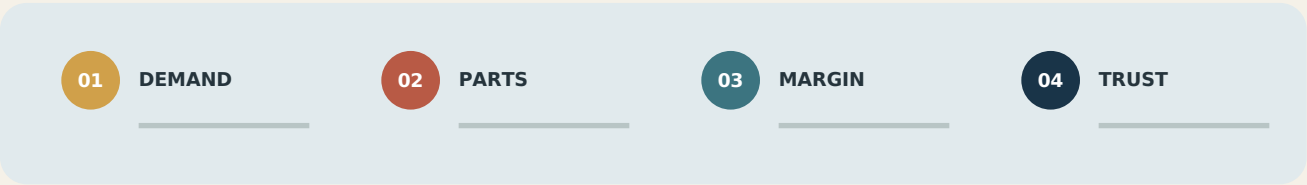
4. What it actually takes



Three questions must be confirmed before launch. Whether Apple’s Independent Repair Provider programme accepts a mobile-only operator. Check licensing, zoning, and tax rules for your own city and state before starting.

BUSINESS LENS	CONTROL
Convenience	Sell the saved trip and reduced downtime.
Inventory	Limit models and part exposure.
Margin	Track invoice less part cost on every repair.

5. Pricing

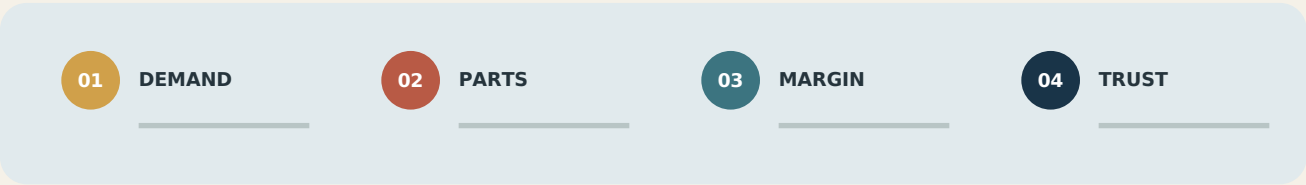


Recommendation: charge the travel fee and then waive it visibly. The waiver is the offer. A quoted \$140 screen with a \$20 travel fee crossed out reads as better value than a flat \$140, and it teaches the customer that the visit has a cost he is choosing not to charge.

Do not compete on the screen price. A high-volume shop may beat it. Compete on the fact that nobody has to drive anywhere.

BUSINESS LENS	CONTROL
Convenience	Sell the saved trip and reduced downtime.
Inventory	Limit models and part exposure.
Margin	Track invoice less part cost on every repair.

6. First 90 days and the one metric



Days 1-30. Call local computer-repair operators and ask what phone work they turn away and why. Get the Apple IRP answer in writing. Check licensing, zoning, and tax rules for your own city and state before starting. Buy nothing yet.

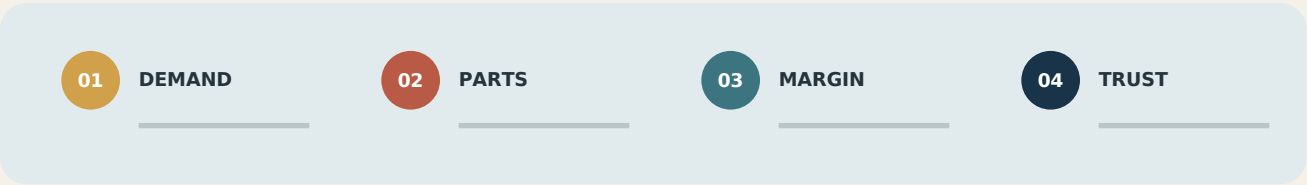
Days 31-60. Buy the toolkit and screens for three models only. Do five repairs free for people who will photograph the result and say so publicly.

Days 61-90. Price the work and take paying jobs. Track every part cost against every invoice.

The one metric: gross margin per repair after the part. Not repairs completed. A screen that nets \$40 after a \$95 part is a hobby; the same repair on a \$45 part is a business, and the only thing that moves that number is where the parts come from.

BUSINESS LENS	CONTROL
Convenience	Sell the saved trip and reduced downtime.
Inventory	Limit models and part exposure.
Margin	Track invoice less part cost on every repair.

7. Honest assessment



This line can be weak where established repair shops are only a short drive away. The market test must prove that customers value the convenience enough to pay for it.

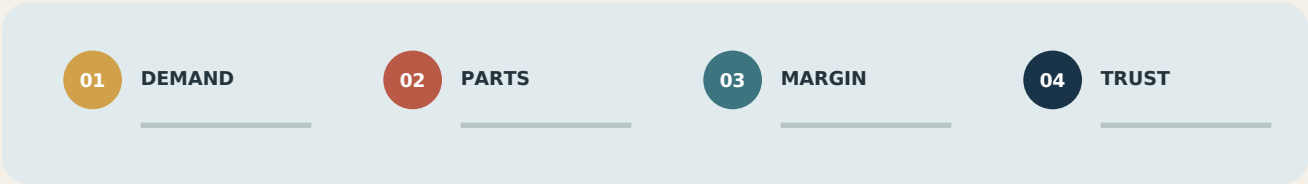
What is genuinely defensible is that none of them will come to you, and many established shops are not open when a customer is off work. That is a real gap and it is worth testing — but it is a gap in convenience, not in capability, and convenience gaps close the moment someone else notices.

The honest sequence: answer the Apple parts question before spending a dollar. With genuine parts at authorised pricing this is a real trade. Without them it is aftermarket screens against established high-volume shops, and that is not a business worth the inventory risk.

BUSINESS LENS	CONTROL
Convenience	Sell the saved trip and reduced downtime.
Inventory	Limit models and part exposure.
Margin	Track invoice less part cost on every repair.

CORE REFERENCE

Startup Equipment and Parts Reference

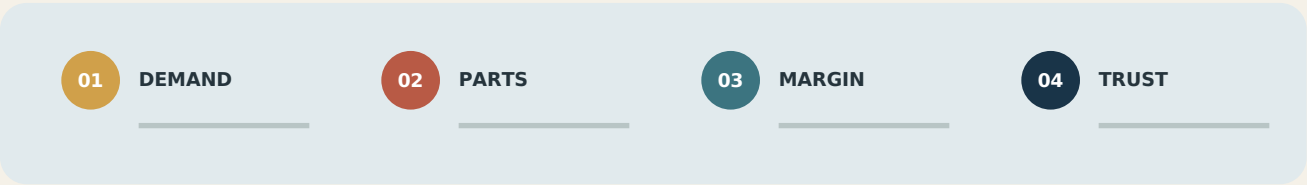


Equipment and inventory are small enough to travel, but parts are the real capital and the real risk.

Item	Cost	Note
Repair toolkit, heat mat, suction, picks, drivers	\$150-300	Complete kit, buy once
Parts float — screens for the three most common models	\$500-800 est.	The real capital, and it is inventory risk
Magnetic mat, lighting, folding work surface	\$100	The work happens at the customer's location
Liability insurance	quote required	You are handling other people's property
Suitable vehicle [VERIFY]	Existing or budgeted separately	All tools and parts must travel safely

CORE REFERENCE

Pricing Reference



Recommendation: charge the travel fee and then waive it visibly. The waiver is the offer.

Service	Price
iPhone screen replacement	\$120-160
Battery replacement	\$60-80
Charge port	\$70-90
Come-to-you fee	\$20, waiver terms and service area set in writing

Do not compete on the screen price. Compete on the fact that nobody has to drive anywhere.

WORKSHEET 01

Startup Checklist

01

DEMAND

02

PARTS

03

MARGIN

04

TRUST

DONE	ACTION	OWNER DATE NOTES
☐	Call local computer-repair operators and ask what phone work they turn away.	
☐	Get the Apple Independent Repair Provider answer in writing [VERIFY].	
☐	Check licensing, zoning, and tax rules for your own city and state before starting.	
☐	Confirm tax treatment of parts and repair labor [VERIFY].	
☐	Confirm general liability, property, commercial vehicle, and data-risk coverage [VERIFY].	
☐	Choose one screen-repair type and three models only.	
☐	Create device intake, condition, authorization, parts, invoice, and handoff records.	
☐	Complete five documented practice repairs before expanding inventory.	
☐	Track gross margin per repair after the part.	

WORKSHEET 02

Equipment and Budget Worksheet

01

DEMAND

02

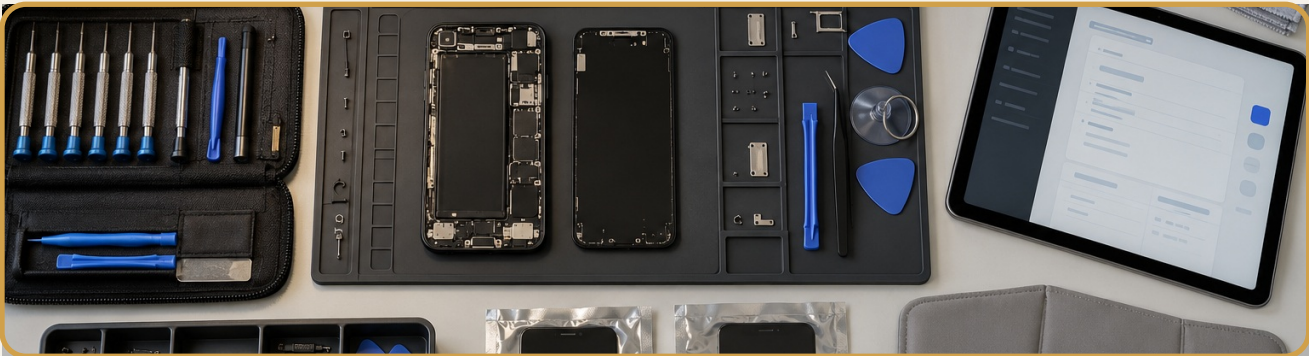
PARTS

03

MARGIN

04

TRUST



MOBILE TOOLKIT | Precision tools, ESD controls, parts, lighting, records, and a clean surface travel together.

ITEM	NEEDED	ESTIMATE	ACTUAL	NOTES
Repair toolkit and precision drivers				
Heat mat and temperature control				
Magnetic mat and ESD controls				
Lighting and folding work surface				
Screens for three models				
Adhesives, consumables, and packaging				
Battery / damaged-device storage [VERIFY]				
Insurance [VERIFY]				
Vehicle and secure transport [VERIFY]				
Scheduling, invoicing, and reserve				

BUDGET CONTROL

TOTAL ESTIMATE: _____ TOTAL ACTUAL: _____ CASH RESERVE: _____

WORKSHEET 03

Pricing and Estimate Template

01

DEMAND

02

PARTS

03

MARGIN

04

TRUST

CLIENT	SERVICE LOCATION	ESTIMATE NUMBER	DATE

SERVICE OR INPUT	BASIS	AMOUNT
Screen replacement	Device model, part grade, and warranty [VERIFY]	
Battery replacement	Device model and battery condition	
Charge-port service	Diagnosis and confirmed scope	
Diagnostic fee	Written credit or waiver rule	
Come-to-you fee	Distance and waiver terms	
Expedited / weekend service	Written premium	
Parts deposit	Special-order or high-cost part	
Additional approved repair	Written change authorization	
Tax [VERIFY]	Applicable parts and labor rule	
Total estimate		

TOTAL ESTIMATE	DEPOSIT OR AUTHORIZATION	VALID THROUGH

WORKSHEET 04

Device Intake and Repair Authorization

01

DEMAND

02

PARTS

03

MARGIN

04

TRUST

FIELD	AGREED DETAIL
Customer and contact information	
Device make, model, color, and serial / IMEI [VERIFY]	
Existing damage and intake photographs	
Reported problem and requested repair	
Diagnostic result and quoted scope	
Part source, grade, and warranty [VERIFY]	
Data backup and privacy acknowledgment [VERIFY]	
Passcode access and handling rule [VERIFY]	
Find My / activation-lock status [VERIFY]	
Liquid, battery, frame, and prior-repair condition	
Repair risk and no-fix outcome [VERIFY]	
Customer authorization and deposit	
Function test and completion photographs	
Customer acceptance and warranty terms	
Parts return / disposal choice [VERIFY]	

Invoice Template

01

DEMAND

02

PARTS

03

MARGIN

04

TRUST

BUSINESS	CLIENT	INVOICE NUMBER	DATE DUE

DESCRIPTION	QUANTITY	RATE	AMOUNT
Screen replacement			
Battery replacement			
Charge-port service			
Diagnostic fee			
Come-to-you fee			
Expedited / weekend service			
Part or deposit			
Approved additional repair			

SUMMARY	AMOUNT
Subtotal	
Tax [VERIFY]	
Credits / adjustments	
Total	
Balance due	

Job Log and Lead Tracker

01

DEMAND

02

PARTS

03

MARGIN

04

TRUST

DATE	LEAD SOURCE	NEED OR SCOPE	QUOTE	STATUS NEXT STEP

REPAIR	MODEL	PART COST	INVOICE	MARGIN	WARRANTY

ONE METRIC

GROSS MARGIN PER REPAIR AFTER THE PART: _____ REWORK RATE: _____ INVENTORY AT RISK: _____

Compliance Data and Battery Safety

01

DEMAND

02

PARTS

03

MARGIN

04

TRUST

Check licensing, zoning, and tax rules for your own city and state before starting.

CHECK	CONTROL	INITIALS NOTES
☐	Licensing, zoning, tax, and mobile-service rules are confirmed [VERIFY].	
☐	Customer identity, device ownership, serial / IMEI, condition, and authorization are documented [VERIFY].	
☐	Data access, passcodes, privacy, backup, and confidentiality rules are confirmed [VERIFY].	
☐	ESD, heat, sharp-tool, adhesive, ventilation, eye, and surface controls are in place [VERIFY].	
☐	Damaged, swollen, hot, punctured, or wet batteries are isolated and handled under a confirmed procedure [VERIFY].	
☐	Parts source, grade, warranty, returns, and traceability are documented [VERIFY].	
☐	Removed parts, batteries, and electronic waste are stored and disposed of properly [VERIFY].	
☐	Function testing, photographs, customer acceptance, payment, and warranty records are retained.	

STOP RULE

Stop when device ownership, data authorization, liquid damage, battery condition, part compatibility, heat risk, insurance, or repair scope cannot be confirmed. Mark the issue [VERIFY] before opening or powering the device.