

Franchise Prospectus

iMend Ltd



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iMend

imendltd.co.uk 01903 899 545

SALES // REPAIRS // ACCESSORIES

IPHONE, IPAD & MAC // PC & LAPTOP, ANDROID



**REFURBISHED
DEVICES, INK
& ACCESSORIES**

**IPHONE
IPAD
& MAC
REPAIRS**

**VIRUS
REMOVAL,
REPAIRS &
UPGRADES**

Step in store to see how we can help...

**If you
break it,
iMend it!**





Thank you for showing interest in joining our expanding iMend Ltd network.

Let me explain why partnering with iMend Ltd is an excellent opportunity:

Our mission is straightforward: we aim to be the first choice for tech repair in the UK, driven by exceptional service and a stellar customer journey. We have a skilled and highly motivated team passionate about technology and committed to delivering a best-in-class experience in the tech repair industry.

iMend Ltd is a leading provider of mobile device repair services, covering London, South East England, and the Southwest. We specialise in fast, reliable repairs for a variety of devices, including iPhones, iPads, Macs, PCs, Laptops, Android devices, game consoles, etc. Our focus on top-notch customer service and quality repairs has earned us a loyal customer base and a trusted reputation.

In today's world, mobile devices are essential to our daily lives. When issues arise, quick and effective solutions are crucial. iMend Ltd provides high-quality, fully guaranteed repairs at competitive prices, ensuring that problems are fixed right the first time.

By becoming an iMend Ltd franchisee, you'll enjoy numerous benefits, including access to expert marketing and operational resources. Additionally, you'll gain entry to our extensive supply chain capabilities, offering parts and certified pre-owned devices. We'll support you every step of the way and provide the tools necessary to elevate your business.

Are you ready to explore the possibilities that joining our network can offer? We look forward to discussing how we can collaborate to revolutionise tech repair together.



The iMend Team





About iMend Ltd

It's in the name...

iMend Ltd was founded in 2012 to provide a specialist repair service for the iPhone, iPad, iPod and Mac range of devices to the people of Sussex. We've since expanded our range of repairs to include PC, Laptop and Android devices, all under one roof!

We still pride ourselves on a foundation of solid customer service with a free 12-month warranty on our repairs. We keep a comprehensive stock of high-quality repair components to ensure we repair your device as fast as possible. Whether it's a cracked screen, a slow computer, charging problems or your iPhone has gone for a swim, we can help.

We also stock refurbished devices and most of your common tech consumables for the home and office; printer ink, chargers, cables, USB sticks and much more!

FAST TURNAROUND

Some repairs are completed within a matter of minutes or hours, to get you back on track!



HIGH QUALITY PARTS

To ensure you get a fix that lasts, only high quality replacement parts are used during the repair.



YOUR LOCAL REPAIR

We have stores in London, Kent, Essex and West Sussex to keep your devices covered!



12 MONTHS WARRANTY

Each repair comes with 12 months warranty as standard, to give you peace of mind.



REFURBISHED DEVICES

Our stock of refurbished iPhones, iPads, PC, Laptops and Macs offer an alternative to high street prices & come with a 6 month warranty.



APPLE REPAIR

We fix many things but have specialised in the repair of iPhone, iPad, Mac and iPods since 2012



Benefits of Joining

By joining iMend Ltd as a franchise partner, you become part of a thriving network with a strong support system, helping you build a successful and profitable business in the mobile device repair industry.

Below you'll find numerous benefits, including:



Established Brand



Comprehensive Training



Proven Business Model



Marketing Support



Exclusive Territory



Ongoing Support



Supplier Relationships



Technology and Systems



Revenue Streams



Customer Trust



Your trusted local tech repair with a national presence.

We're here to help guide you through those technical headaches.



What Makes Us Different

These factors collectively make iMend Ltd a unique and preferred choice in the tech repair sector.

High-Quality Service

Customer Support

Innovative Approach

Experiences Technicians

Sustainability Focus

Nationwide Coverage

Transparency and Trust

Wide Range of Devices

Speed and Efficiency

On-site Repairs



Next steps

Are you interested in building a successful mobile repair network with iMend?

All franchise partners undergo a screening process to establish whether the opportunity fits their needs and that they are right for the network. That's because we are committed to making sure you make the most of being part of the network and ultimately succeed.

- 1** Fill out our screening questionnaire
- 2** Have an initial chat with our Onboarding Team
- 3** If successful, attend a one-to-one call with the iMend Managing Director

Below you'll find a typical process of onboarding a new iMend partner:

- Verbal agreement and non-disclosure
- Due diligence checks
- Store measurement and design
- Contract exchange and approval
- Store fit out and launch

Once contracts are exchanged and approved, we aim to launch new stores within a five-week timeframe.

Are you interested? Get in touch now!

contact@imendltd.co.uk



iMend Ltd

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