

How to get a broken phone repaired during the coronavirus shutdown

A cracked iPhone display or faulty Android battery shouldn't keep you from staying in touch with friends and family. Here are your options.

The last thing any of us wants to deal with right now is a broken iPhone or Android phone. Especially as more of us are being asked to stay home and practice social distancing during the coronavirus pandemic, being able to communicate with friends, loved ones and colleagues is invaluable.






You may be spending more time at home, but chances are you're still texting, watching videos and making more calls than ever from your phone. So what happens if it takes a tumble onto the sidewalk when you're out for a social distancing walk? What if it slides off the countertop when you're making dinner? What if it just starts getting buggy?

Normally you might pop into a retail store, but in an effort to stem the spread of the COVID-19 disease, retail stores across the country have shut, including Apple Stores, and wireless carriers have closed the majority of their brick and mortar stores, too. So where do you go to get your phone repaired? You still have several options to get it fixed.

How would you like to get help?

Choose the option that is most convenient for you.

Recommended

 <p>Schedule a Repair</p> <p>Look for an Apple Authorized Service Provider or Genius Bar. In select locations, onsite service may be available.</p>	 <p>Send in for Repair</p> <p>We'll help you arrange shipment to an Apple Repair Center at your convenience. Repairs may take up to 5 business days.</p>	 <p>Find iPhone Repair Prices</p> <p>Learn about pricing for Apple repair service.</p>
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Fixing a broken iPhone

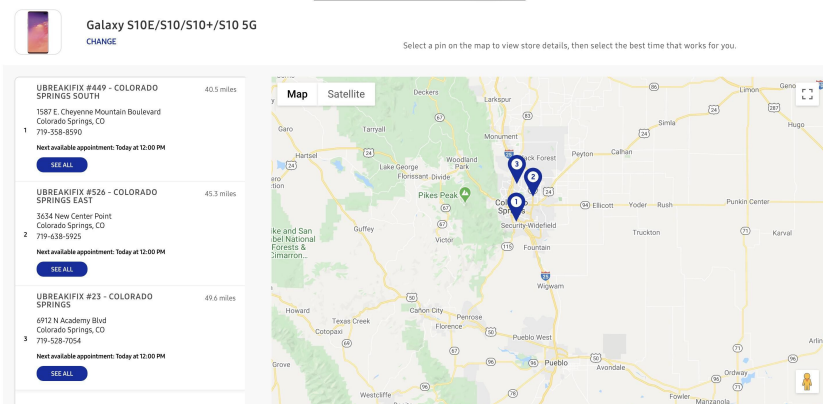
If your iPhone isn't physically broken, and you're experiencing software or performance issues, use the Apple Support app to talk to an employee who can help troubleshoot your issue. The app allows the support representative to run diagnostic reports and guide you through any potential fixes.

For physical damage or an unresponsive device that needs to be fixed or replaced, you can find a list of authorized Apple service providers by visiting this support page and click on **Schedule a Repair**. You'll be asked to sign in to our Apple ID and select a device that's linked to your account, after which you can search for an open store.

Using an Apple-approved repair center will allow you to take advantage of lower repair fees if you have AppleCare Plus on your iPhone.

It's a good idea to call the store before you finalize your appointment, as some stores may have adjusted their hours or temporarily closed due to being nonessential services.

If you don't feel comfortable going out in public, or lack a nearby repair facility, you can also mail your phone to Apple in for fixing. Visit this support page and click on **Send in for Repair** the follow the prompts. Of course, this is a less than ideal solution, because you'll be without your phone for up to five days. You can use an old phone or buy a cheap backup phone to keep you connected while your device is in the shop.



Galaxy S10E/S10/S10+/S10 5G
CHANGE

Select a pin on the map to view store details, then select the best time that works for you.

UBREAKIFIX #449 - COLORADO SPRINGS SOUTH 1581 E. Cheyenne Mountain Boulevard Colorado Springs, CO 719-558-8590 Next available appointment: Today at 12:00 PM SEE ALL	40.5 miles
UBREAKIFIX #526 - COLORADO SPRINGS EAST 3634 New Center Point Colorado Springs, CO 719-558-9052 Next available appointment: Today at 12:00 PM SEE ALL	45.3 miles
UBREAKIFIX #23 - COLORADO SPRINGS 6912 N Academy Blvd Colorado Springs, CO 719-528-7054 Next available appointment: Today at 12:00 PM SEE ALL	49.6 miles

Android phone repairs

As a whole, Android owners don't have a central location, like an Apple Store, that they can go to for repairs. Don't let that stress you. For software and performance issues, contact your wireless carrier or your phone maker to troubleshoot. Most of the time, those types of issues can be resolved over the phone.

Samsung users can visit some Best Buy locations for troubleshooting and repairs, but that service isn't widely available. So your best bet is to use a third-party repair service.

Samsung has a search tool on its site for device repairs that will show you all nearby uBreakiFix locations, an official Samsung repair partner. uBreakiFix repairs all types of phones, tablets and even computers -- including Apple products. Visit the uBreakiFix site to find the nearest location and schedule an appointment.

Again, it's probably best to call the store directly to confirm they're open, especially as more cities continue to shut down nonessential services, and make sure they're taking appointments and have the parts in stock to complete your specific repair. It may be you need to mail in your device.



Fix it yourself

If you're out of warranty and feel comfortable attempting to repair your phone on your own, you can always order a repair kit from iFixit. There are kits that include everything you need -- including the tools -- to replace a broken iPhone screen, swap out an Android phone's battery or more.

iFixit has posted guides that go with each kit, walking you through the entire process. If your movement isn't restricted, it'll save you a trip out, and potentially save you some money in the process.

While we all try to do our part to stop the spread of coronavirus, there are some myths you should be aware of. And if you absolutely have to go out, use these best practices to keep yourself safe. Here's the current knowledge on coronavirus and your delivery packages.

You finished reading the article "**How to get a broken phone repaired during the coronavirus shutdown**" edited by the [TipsMake](#) team. We hope this article has provided you with many useful tech tips and tricks. You can search for similar articles on tips and guides. Thank you for reading and for following us regularly.
