

Computer Manufacturer Service Form (Rev 2.5b)

WELCOME TO ADVANCE SOLUTIONS AUTHORIZED SERVICE CENTER.

IN ORDER TO EXPEDITE SERVICE TO YOUR COMPUTER, PLEASE FILL OUT THE FOLLOWING SERVICE FORM AS ACCURATELY AND COMPLETELY. PLEASE PRINT CLEARLY

Service Terms: All computers must be dropped off for service. Power adapters and any recovery disks must be dropped off with the unit or delayed servicing of your unit may occur. **Warranty Service** turn-around is on the average 5 -9 business days depending on the service and parts required. **Non-Warranty Service** can vary from 2-3 business days for diagnostic and estimates.

What is **NOT TYPICALLY COVERED** under Manufacturer's Warranty?

1. Hard Drive Data or backup (data, music, pictures, emails, favorites, movies, etc...)
2. Physical damage, liquid spills, 'wear and tear' or abuse to the outer casing, peripherals and/or ports.
3. Viruses, Spyware, Trojans, or Mal-ware or Improper Installation or Un-installation of Software and Devices.
4. Fan Case/Heat Sink Cleaning (Laptops become clogged with dust and debris causing most laptop to overheat/make noise and will require a thorough fan case cleaning to avoid heat damage/failure and prolong the life of your laptop; all laptops spontaneously shutting down or overheating will require a fan case cleaning)

SONY IBM/LENOVO TOSHIBA PANASONIC FUJITSU SAMSUNG HP/COMPAQ DELL GATEWAY ACER APPLE BROTHER LEXMARK EPSON
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(PLEASE CHECK ONE BELOW)

WARRANTY SERVICE
 NON WARRANTY SERVICE
 EXTENDED WARRANTY
 CREDIT CARD INSURANCE

<input type="checkbox"/> FREE STANDARD	WARRANTY/NON-WARRANTY SERVICE	<i>(SERVICE TIME IS 5 - 9 BUSINESS DAYS)</i>
<input type="checkbox"/> \$49.95, ASNY EXPEDITE	WARRANTY/NON-WARRANTY SERVICE	<i>(SERVICE TIME IS 2 - 3 BUSINESS DAYS)</i>
<input type="checkbox"/> \$99.95 EXPRESS	SAME DAY WARRANTY/NON-WARRANTY SERVICE	<i>(SEVICE TIME IS 1 BUSINESS DAY, AVAILABLE ON A LIMITED PARTS STOCK BASIS)</i>

Last Name _____ First Name _____ Date ____/____/____2009

Address _____ City _____ State _____ Zip _____

Phone # _____ Cell # _____ Email address _____

Model #: _____ Part No.: _____ Serial: _____ Case/Reference#: _____

Logon Password (if applicable) _____ been serviced by us before? **Yes / No** If yes, when _____

Common Problem (Circle all that apply):

Shutting down	No Power	Not Booting	Unable to do Recovery	BIOS/ Error Messages
Freezing	Blue Screen	Video Display	Audio	AC Adapter
Not Charging	Keyboard / Touchpad	USB	No DVD/CDROM	Battery
Excessive Heat	Fan makes Noise	Modem	Network/Wireless	External Port

Please write the description of problem/s or symptom/s. _____ _____	<p style="text-align: center;"><u>Need a Free Estimate On Anything?</u></p> <p> <input type="checkbox"/> <u>Antivirus</u> <input type="checkbox"/> <u>Data Recovery</u> <input type="checkbox"/> <u>Memory</u> <input type="checkbox"/> <u>Cleaning</u> <input type="checkbox"/> <u>AC Adapter</u> <input type="checkbox"/> <u>Battery</u> </p>
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IMPORTANT! Will you require your data to be backed up (pictures, music, documents), if necessary?

MANDATORY

Yes, I do want Backup ~ No, I don't want a Backup ~ Not-Sure, Please call customer before Formatting Data

(Circle one)

You are responsible for the backup of your information before leaving the computer for service...

We recommend customers to do their own backups before leaving computer due to recovery procedures.

Backups are typically \$60.00 per DVD/CD (up to 4.7GIGs) required to back-up data, charges will not exceed \$120.00.

Advance Solutions & the Manufacturer are NOT RESPONSIBLE for lost, damaged, corrupt, infected, or improperly installed data that cannot be recovered by our technicians, as well as cosmetics on the computer while left for service.

I have read and fully understand the service terms and conditions _____ Date ____/____/2009

There are NO RUSH CLAIMS.

You will be contacted once your computer is ready. We're not responsible for items left over 60 days.