



**ADVANCE SOLUTIONS**

NEW YORK'S PREMIER AUTHORIZED SERVICE CENTER

## How to Pack and Ship your Laptop

Please read the following important shipping instructions regarding preparing your laptop/notebook and laptop/notebook accessories:

1. Properly packing your laptop is extremely important. As a general guideline, use a box with at least a 2" air gap between the laptop and the box on the top, bottom and sides of your laptop. Fill this air gap with packing popcorn, bubble wrap, or similar protective material. It is advisable to bubble wrap your laptop and then use protective popcorn to fill in the remainder of the air gap. The packing material should fill the entire air gap.
2. Include your laptop battery and AC adapter in the box. Sometimes one of these items can be the cause or have caused the error you may be experiencing. Also, when including the AC adapter, place the adapter on the side of the computer (not on top); this will prevent possible top pressure of the box to crack the display on the laptop. Also pack a copy of your repair request in the box so that we can easily identify your laptop when it is received.
3. Adequate carrier insurance should be purchased to protect your equipment from damage during shipping. Note: Even if you insure an item with a carrier, if the item was not packed properly, you will not be able to obtain a claim from the carrier. Please consult with your carrier on adequate packing standards.
4. The animated illustration is of a well-packed laptop for shipping.
5. There are many shipping alternatives for your laptop. You can call FedEx or UPS, who will come to your home or business to pick up the laptop (residential pickups include an extra fee), or you can drop your laptop off at the Post Office or FedEx or UPS shipping outlet. These outlets will have proper packing materials if you don't have them.
6. After receiving approval for the repair request, address and ship the laptop to the following address. Please be sure to include a copy of your repair request form in the box when you pack your laptop for shipping.



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