

Computer Manufacturer Service Form (Rev 2.4)

**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 and **Circle where RED is Printed!****

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 -7 business days depending on the service and parts required. Non-Warranty Service can vary from 1-3 business days for diagnostic and estimates.

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

1. Hard Drive Data or backup (data, music, pictures)
2. Physical damage or abuse to the outer casing. *(Any exceptions will require the owner of the laptop to **contact the manufacturer** and fax an **exception request** to FAX 718-828-2769)
3. Viruses, Spy ware, Trojans, or Mal-ware or Improper Installation or Un-installation of Software
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)

➡ Last Name _____ First Name _____ Date ____/____/____2008

➡ Address _____ City _____ State _____ Zip _____

➡ Phone # _____ Cell # _____ Email address _____

SONY VAIO IBM / LENOVO TOSHIBA PANASONIC FUJITSU SAMSUNG HP COMPAQ DELL GATEWAY ACER APPLE DESKTOP or LAPTOP	WARRANTY SERVICE or NON WARRANTY SERVICE
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➡ Model: _____ Part No.: _____ Serial: _____ Case/Reference#: _____

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

➡ Is this an **Exemption / Extended Coverage / SystemGuard / Service Net / Warrantech / RepairMaster / other** _____

➡ **Are you leaving Accessories*:** Power Adapter? **Yes / No** Make _____ Recovery Disks present? **Yes / No Qty** _____

*Please note what additional accessories you are leaving with the laptop (we are not responsible for any lost or misplaced items)

Common Problem (Circle all that apply):

Shutting down	No Power	Not Booting	Unable to do Recovery	DMI / 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

Descript. of Problem/s (List briefly the problems occurring) _____ _____ _____	<p style="text-align: center;"><i>Optional Software or Hardware to be installed</i></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td>ANTIVIRUS 1 yr</td> <td style="text-align: right;">29.99</td> <td>Wireless G Card</td> <td style="text-align: right;">69.99</td> <td>More Memory</td> <td>Will Call</td> </tr> <tr> <td>ANTISPYWARE 1yr</td> <td style="text-align: right;">24.99</td> <td>Backup</td> <td style="text-align: right;">60.00</td> <td>AC Adapter</td> <td>Will Call</td> </tr> <tr> <td>CD DVD Recording</td> <td style="text-align: right;">29.99</td> <td>Ghost Backup</td> <td style="text-align: right;">120.00</td> <td>Battery</td> <td>Will Call</td> </tr> <tr> <td>Tune Up/ Cleaning</td> <td style="text-align: right;">35.00</td> <td>Network Card</td> <td style="text-align: right;">49.99</td> <td>Dial up Modem</td> <td style="text-align: right;">59.99</td> </tr> </table>	ANTIVIRUS 1 yr	29.99	Wireless G Card	69.99	More Memory	Will Call	ANTISPYWARE 1yr	24.99	Backup	60.00	AC Adapter	Will Call	CD DVD Recording	29.99	Ghost Backup	120.00	Battery	Will Call	Tune Up/ Cleaning	35.00	Network Card	49.99	Dial up Modem	59.99
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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 per DVD/CD (up to 4.7GIGs)** required to back-up data, charge will not exceed \$120.

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 marks on the computer.

➡ I have read and fully understand the service terms and conditions _____ Date ____/____/2008

You will be contacted once your computer is ready, there are NO RUSH CLAIMS.

We are not responsible for items left over 60 days.