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410 579 4508 or 800 875 0037

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CUSTOMER INFORMATION

NAME/ADDRESS: FIRST NAME: _____ LAST NAME: _____ COMPANY: _____ ADDRESS: _____ CITY: _____ STATE: _____ ZIP: _____ TEL: _____ CELL: _____ FAX: _____ E-MAIL: _____

SHIPPING ADDRESS (IF DIFFERENT):

FIRST NAME: _____ LAST NAME: _____ COMPANY: _____ ADDRESS: _____ CITY: _____ STATE: _____ ZIP: _____

MACHINE AND ACCESSORIES

MODEL NAME: _____ PART #: _____ SERIAL #: _____ USERNAME (WIN 00/XP ONLY): _____ PASSWORD: _____ PROBLEM DESCRIPTION: _____

Case # _____ (if applicable)

IF THE HARD DRIVE IS FAULTY OR THE SOFTWARE IS CORRUPTED AND NEEDS TO BE REPLACED, **ALL OF YOUR DATA WILL BE ERASED**. THE NEW HARD DRIVE WILL ONLY CONTAIN THE ORIGINAL FACTORY LOADED SOFTWARE. DO YOU AGREE TO THE HARD DRIVE AND/OR SOFTWARE REPLACEMENT, IF NEEDED?

YES NO SIGNED: _____ DATE: _____

****PLEASE DO NOT SEND CARRYING CASE OR ANY ACCESSORIES NOT DIRECTLY RELATED TO REPAIR****

___ AC ADAPTER ___ CARRY CASE ___ BOX ___ DOC STATION ___ CD'S
___ OTHER _____

RETURN INFORMATION**

___ PICK-UP ___ BILL MY UPS/FEDEX ACCOUNT #: _____ ___ CHARGE ME (CALL FOR RATES)

SHIPPING: Our regular shipping method is Fedex 3 day within the continental US. The charge for this service is \$25.

FEDEX: ___ P1 OVERNIGHT ___ STANDARD OVERNIGHT (3PM) ___ 2 DAY ___ 3 DAY ___ GROUND

UPS: ___ NEXT DAY ___ 2 DAY ___ GROUND

CUSTOMER ACKNOWLEDGEMENT

- 1. IF COVERED UNDER MANUFACTURER'S WARRANTY, THERE IS NO CHARGE FOR PARTS & LABOR FOR THE REPAIR. RETURN SHIPPING FEES MAY APPLY. IF NOT COVERED UNDER WARRANTY, AN INITIAL DIAGNOSTICS FEE OF \$75 WILL APPLY UNTIL A COST ESTIMATE FOR THE REPAIR IS APPROVED. DSR FLAT RATE LABOR FEE OF \$120, PLUS PARTS, WILL APPLY FOR THE COMPUTER HARDWARE REPAIR. THE DIAGNOSTIC FEE IS WAIVED ONCE THE REPAIR IS AUTHORIZED.
- 2. DSR IS RELEASED OF ALL LIABILITY FOR DATA AND PROGRAMS, AS WELL AS FOR ANY LOSS OR DAMAGES DUE TO THE INABILITY TO USE THE EQUIPMENT FOR ANY REASON. DSR MAY DISPOSE OF PROPERTY UNCLAIMED BY THE OWNER OR LEGAL POSSESSOR WITHIN 30 DAYS OF NOTIFICATION OF COMPLETION OF REPAIR. AN EXPRESS MECHANIC LIEN IS HEREBY ACKNOWLEDGED.
- 3. DSR WARRANTS PARTS AND LABOR FOR 30 DAYS.
- 4. SOFTWARE ISSUES ARE NOT COVERED UNDER THE MANUFACTURER'S WARRANTY AND WILL BE BILLED AS A NON-WARRANTY REPAIR AT THE RATE OF \$120 PER HOUR. AN ESTIMATE WILL BE GIVEN BEFORE PERFORMING SOFTWARE RELATED REPAIRS.

CUSTOMER SIGNATURE: _____ DATE: _____

DSR USE ONLY

Referred by: _____ NC or PC Customer ID: _____

Received by: _____ Date: _____ Time: _____ Warranty Non Warranty

Expedite Fee yes no Paid _____ Diagnostic Fee yes no Paid _____