

One Call Service Order



Boston Repair Center
440 Totten Pond Road
Suite 200
Waltham MA, 2451
Phone: (781) 890-8500
Fax: (781) 890-0008

Center Use Only

Date: _____

S.O.: _____

Tag: _____

Customer Information

Billing Address

Shipping Address

Name: _____

Name: _____

Company: _____

Company: _____

Address: _____

Address: _____

City: _____ State: __ Zip: _____

City: _____ State: __ Zip: _____

Phone: _____ Cell: _____

Recipient Phone: _____

Email: _____

Machine & Accessories

Model #: _____ Serial #: _____ Your Asset #: _____

List other external hardware and CDs/DVDs below:

Memory: _____ MB

HD1: _____ GB HD2: _____ GB

Send only the accessories and disks necessary to resolve the problem.

Problem, Diagnoses & Status

Problem Description

Warranty Repair Non-Warranty Repair

Vendor Diagnosed Self Diagnosed Other Diagnosed

Manufacturer's warranty does not cover shipping, software configuration or virus issues.

Security

Admin User: _____ Password: _____

Recovery

It is okay to erase my hard drive(s) and their contents - I have a backup

YES NO

Please backup my hard drive(s) \$100 per drive.

YES NO

Please restore my Operating System for \$44.95.

YES NO

Please reload my applications at \$29.95 each.

YES NO

Customer must supply OEM disks for OS Reload and Application Reload. OS Reload required for Application Reload.

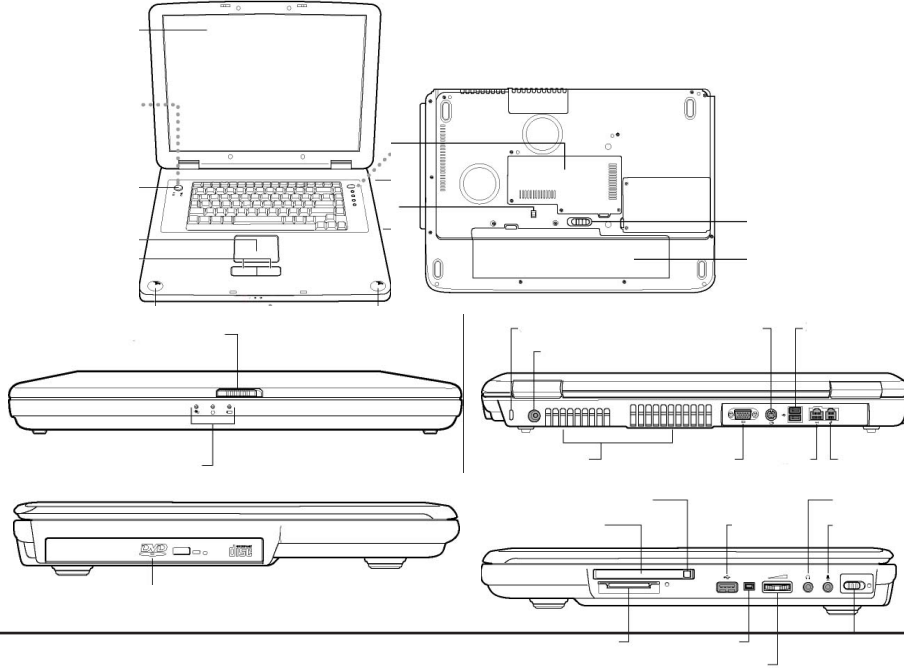
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Indicate any damage (cosmetic or otherwise) to your machine by circling and noting it/them on the illustration below.

Condition of Computer



Return Method

Pick-up
 Ship Via: UPS FedEx
 Next Day AM Next Day PM Second Day Ground
 Bill my UPS / FedEx Account: _____

Payment

Cash Check
 Credit Card CC#: _____ CCVC#: _____

Exclusions & Limitations

- Express repair options are available - Contact this location for more information.
- By conveying your machine and peripherals to CSS/CPU for service you agree to a \$110 diagnostic fee. This fee will be waived if the machine is found to be covered under a valid warranty. Warranty repairs and labor only repairs are warranted for a period of thirty (30) days from the date of repair. Software issues, viruses etc. are not covered under any manufacturer's warranty and will be billed at our standard labor rate.
- By signing this agreement, you understand that there is a small but inherent risk that data and software programs left on the computer system may be damaged or lost despite taking all reasonable precautions during the repair or installation of components. Understanding this risk, you agree to hold harmless and release from liability CSS / CPU from any and all claims to loss of data stored on the machine and peripherals subject of this repair. You further agree that you understand that you alone are responsible for backing up the software & data on this machine and included peripherals or requesting this service PRIOR TO THE COMMENCEMENT OF A DIAGNOSTIC. You agree and understand that there is a charge for Reloading Operating Systems and Software Titles and that you must supply OEM disks for this service.
- You are responsible for requesting return shipping insurance and paying the applicable charges. In the event of shipping loss covered by insurance, CSS CPU will contact the shipper and open a claim. Once the claim is satisfied, The shipper may opt to a) replace the machine with one of equal or greater value OR b) issue a check for the machine's "fair Market Value" as determined by the carrier. CSS / CPU assumes no liability for loss or damage to software, data or intellectual property transmitted or conveyed with or shipped on the machine, peripherals, hard drives, flash drives or any other storage media mechanical or electrical in nature.
- This agreement includes an express Mechanics Lien. CSS / CPU the right to take possession and dispose of any personal property unclaimed by the owner or legal possessor within thirty (30) days of notification of repair.
- Prices are subject to change.

Failure to complete this form and include a copy with your machine will delay your repair.

Your Signature / Release of Liability: _____ Date: _____