

# One Call Service Order



San Jose Repair Center  
2375 Zanker Road  
Suite #200  
San Jose CA, 95131  
Phone: (408) 894-9924  
Fax: (408) 894-9924

Center Use Only	
Date:	_____
S.O.:	_____
Tag:	_____

Customer Information

### Billing Address

### Shipping Address

Name: \_\_\_\_\_  
 Company: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_ Zip: \_\_\_\_\_  
 Phone: \_\_\_\_\_ Cell: \_\_\_\_\_  
 Email: \_\_\_\_\_

Name: \_\_\_\_\_  
 Company: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_ Zip: \_\_\_\_\_  
 Recipient Phone: \_\_\_\_\_

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.

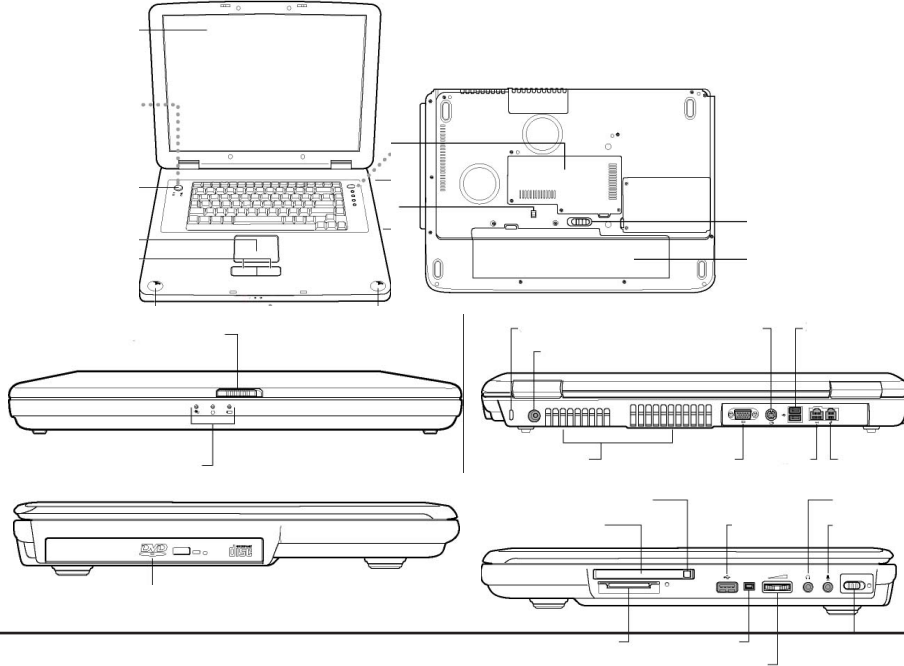
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Indicate any damage (cosmetic or otherwise) to your machine by circling and noting it/them on the illustration below.

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 \$120 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.
- On non-warranty repairs, 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: \_\_\_\_\_