



PLEASE NOTE:

IF POSSIBLE, BACK UP ALL IMPORTANT FILES BEFORE SHIPPING UNIT IN FOR REPAIR. DATA IS **NOT** COVERED UNDER ANY CIRCUMSTANCE. IF NECESSARY, YOUR HARD DRIVE MAY NEED TO BE RESTORED AS PART OF THE REPAIR PROCESS. **IF THE HARD DRIVE IS RESTORED AND RECOVERY DISCS ARE NOT PROVIDED, A TEMPORARY VERSION OF YOUR OPERATING SYSTEM WILL BE LOADED. YOU WILL BE RESPONSIBLE FOR OBTAINING THE RECOVERY DISC AND RESTORING YOUR PRODUCT TO FACTORY SETTINGS. THIS IS NOT COVERED UNDER YOUR EXTENDED SERVICE CONTRACT.**

1. It is very important to send your **A/C ADAPTER, A/C CORD, MAIN BATTERY,** and any **RECOVERY/RESTORE DISCS.** Without any of these items, the repair process may be delayed.
2. It is also important to supply **ANY PASSWORDS** that we may need to access and repair your unit. This may include: System Setup, CMOS Setup and Windows, Etc.
3. See "How To" instruction form.
4. Complete the following: (Please note: When unit is returned a signature will be required for delivery.)

Name: _____

Company Name (If applicable): _____

Return Address: _____

Email Address: _____

Phone #: _____ Alt Phone #: _____

Mfg: _____ Model: _____

Serial #: _____ **Password:** _____

Purchase Date: _____ Repair Order #: _____

Describe Problem: _____

5. Close the box securely and tape the lid closed.
6. Place the pre-address return label on the top of the box and call

FedEx at (800) GO FEDEX (800-463-3339)

If you have any questions, please contact our Customer Service Department at (847)541-7950