

FACTORY SERVICE REQUEST FORM

Please fill out one form for each product you are sending and remember to attach all
Necessary documents

PRINT CLEARLY

The US Postal Service DOES NOT Deliver to our location
*******DO NOT SHIP VIA US Postal Service (USPS)*******

Customer Contact Information:

Company Name:		Service Account Number:	
Name:		Telephone Number/s:	
Email Address:			
Street Address:			
City:		State:	Zip Code:

Please tell us about the problem you are having.

Model No:	Serial No	Date of Purchase:
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Please describe the problem you are having below. If you need more space please use the reverse side of this form.

Check this box if you have custom settings/calibrations on your projector. **NOTE: Custom settings/calibration data may be lost during service. We will do our best to retain that information but cannot be held responsible if the data is lost/unrecoverable.**

Detailed description of the problem

Please package your unit carefully and only include accessories that pertain to the service complaint.

Include a copy of your sales receipt (in-warranty units only).

*******PRODUCT MUST BE ADEQUATELY PACKAGED, IF RECEIVED DAMAGED THE END USER WILL BE RESPONSIBLE FOR ALL REPAIR COSTS IF REPAIRABLE*******

If you are Tax Exempt please provide a copy of certificate.

If you have an Extended Warranty, please first contact the Extended Warranty company to confirm their policies for repair.

For out-of-warranty units and units that have partial warranty: Once the unit has been received at the factory service location you will be contacted to inform of receipt and secure the evaluation fee (Visa/Mastercard) to start the evaluation/repair process. if you wish not to proceed after the repair is estimated, there will be an evaluation fee and a return shipping charge.

Repairs on units with any kind of damage carry no warranty or guarantee.