

# 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.

YOU CAN CHECK ON THE STATUS OF YOUR REPAIR BY VISITING [www.jvc.com/support](http://www.jvc.com/support) AND CLICKING THE

**JVC FACTORY SERVICE REPAIR STATUS** LINK. FOR OTHER REPAIR INQUIRIES PLEASE CALL (800)-252-5722.

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**JVCKENWOOD USA CORPORATION**  
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**LONG BEACH, CA 90808**