



## LAPTOP / HARDWARE REPAIR FORM

### CONTACT INFO

Contact Name: \_\_\_\_\_  
Business Name: \_\_\_\_\_  
Street Address: \_\_\_\_\_  
Suburb: \_\_\_\_\_ State: \_\_\_\_\_ Postcode: \_\_\_\_\_  
Mobile Number: \_\_\_\_\_  
Contact Home Number: \_\_\_\_\_  
Contact Office Number: \_\_\_\_\_  
Email Address: \_\_\_\_\_

Pickup address  Same with above *or fill it below*  
Street Address: \_\_\_\_\_  
Suburb: \_\_\_\_\_ State: \_\_\_\_\_ Postcode: \_\_\_\_\_

### PASSWORDS / SECURITY CODES

User Profile Name: \_\_\_\_\_  
User Profile Password: \_\_\_\_\_

### EQUIPMENT & PROBLEM INFORMATION

Equipment Type: \_\_\_\_\_  
Make: \_\_\_\_\_  
Model: \_\_\_\_\_  
Serial Number: \_\_\_\_\_  
Fault Description: \_\_\_\_\_

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**ACCESORIES SENT**

**AC Adapter**  YES **REQUIRED**

**Power Cord:**  YES **REQUIRED**

**VGA Cable:** Provided?  YES  NO

**DVI Cable:** Provided?  YES  NO

**Recovery Disks** Provided?  YES  NO

**Other Accessories Sent:**

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**Physical Condition of Equipment:**  Scratches All Over  LCD Cracked/Broken  
 LCD Scratched  Minor Broken Parts  
 Major Broken Parts

**Others:**

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**INTERNAL JOB REFERRAL**

**Job Code:**

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**Referring Technician Name**

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**Date of Original Job:**

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**Terms of Trading** 1)14 Day warranty on labour. Full manufacturers warranty on parts standard terms is 1 year parts and labour warranty for assembled systems, 1 year parts warranty for component sale, all are return-to-base warranty, or cost of \$35 for onsite pick up and return. 2) Unless otherwise specified in writing, terms are strictly C.O.D., Cash, Credit Card or Cheque to be paid on completion of service call. 3) Customers are requested to be in attendance at the premises until a consultant arrives and until the job is completed. 4) Warranty is void if the warranty label has been tampered with. Warranty goods must be supplied with original invoice. Warranty covers the HARDWARE supplied by The PC Doctor only. Problems caused by SOFTWARE (operating systems and application programs) are NOT covered by warranty. Problems caused by software may be fixed at a expense to the customer. Whilst the upmost care is taken when working on PCs' The PC Doctor will not take any responsibility for any files, data lost during the service. Please back up any important data before returning for service or consultant arrives onsite. 5) A 15% restocking charge will apply on all returned goods claiming a refund. No refunds will be given after 14 days of purchase. All returned goods must be complete and in good condition and it is original package. 6) No refunds on consumables, unless stated otherwise or provided by original manufacturer. 7) All discrepancies with your purchase must be notified in writing within 24hrs of purchase. 8) Customers are responsible for all courier and insurance costs for purchased and warranty goods. 9) Upon signing this invoice you acknowledge having read and agree to the terms and conditions of trading. 10)I acknowledge that the service has been completed to my satisfaction and that all the goods are in satisfactory condition.

Customer Signature.....

**Trading Terms: Strictly Payment on Delivery**