

SERVICE REQUEST FORM



Card Imaging, Inc.
2400 Davey Rd.
Woodridge, IL 60517
800-347-9089

CUSTOMER CONTACT INFORMATION

Company Name: _____ Phone: _____
Contact Name: _____ Email: _____
Street Address: _____
City, State, Zip: _____

PRINTER INFORMATION

Printer Model #: _____ Printer Serial #: _____
Description of
Trouble: _____

Return Method: _____ I WILL PICK UP _____ PLEASE SHIP BACK

TERMS AND CONDITIONS

- A **\$200.00** evaluation fee will be charged if the repair is declined or a replacement printer is not purchased.
- An estimate for repair will be provided within 48 hours of receipt of your equipment.
- Repairs are normally performed within 48 hours of approval unless parts need to be ordered.

PLEASE NOTE: Equipment will be delivered to ECycling, Inc. if payment arrangements are not made 21 days after repair quote is provided.

IN-WARRANTY REPAIRS

- Printers over 90 days old are subject to a **\$150.00** charge per printer which covers cleaning, firmware upgrades, calibration, packing, shipping and insurance.
- Parts will be covered under the manufacturer's warranty provisions.

PLEASE INCLUDE THE FOLLOWING IN YOUR SHIPMENT

Printer Power Supply	Blank Test Cards	Transfer Film and Cartridges (HDP5000)
Printer Ink Ribbon	Bad Sample Cards	Printer USB Cable

- Pack printer with a minimum of 3" cushioning material. Any damage in transit is customer's responsibility.

I agree to all terms and conditions as stated above.

Signature: _____ Date: _____

Please fill out this form completely and return to Card Imaging with your printer.

Evaluation can not be done on printers without this form.