VT Services, Inc.
A solution provider in the computer hardware industry

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.

   Password: _____

FAILURE TO PROVIDE OR DISABLE PASSWORD COULD DELAY THE REPAIR PROCESS

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 #: _____   Purchase price _$_____

Purchase Date: _____   Repair Order #:_____

FAILURE TO PROVIDE A DETAILED PROBLEM DESCRIPTION COULD DELAY THE REPAIR PROCESS

Describe Problem: _____

_____

_____

3. Close the box securely and tape the lid closed.

4. Place the pre-address return label on the top of the box and call

   FedEx (800) 463-3339