



# Service Request Form

**Fill out completely before submitting. Please print clearly.**

## CUSTOMER INFORMATION

Date: \_\_\_\_\_ Contact: \_\_\_\_\_  
 Customer Name: \_\_\_\_\_ Phone: \_\_\_\_\_  
 Account Number: \_\_\_\_\_ Fax: \_\_\_\_\_  
 Address: \_\_\_\_\_ E-mail: \_\_\_\_\_  
Response will be e-mailed or faxed,  
usually within 24 hours of receipt.

## Service Department Use Only

Service# \_\_\_\_\_  
(Valid for 30 days from issue date.)  
 Issued On: \_\_\_\_\_  
 If denied, reason for denial:  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**\*\*\*No Service number will be issued unless ALL information is filled in properly on this form!\*\*\***

Invoice Number	Serial number	Invoice Date	Detailed Description of problem
			_____
			_____
			_____
			_____
Notebook accessories accompanying service			
_____			
_____			

1. All service systems must be assigned a service number. Systems returned without a service number will be refused or returned at customer's expense.
2. The service number assigned to defective systems is valid for 30 days only.
3. Service systems must have the service number clearly marked on the outside of the box.
4. Claims for shipping or merchandise errors (i.e. receipt of incorrect product) must be reported to Now Micro, Inc. within **2** (two) days of receipt of merchandise.
5. The customer is responsible for the freight, COD and miscellaneous charges from the original invoice, except where NMI is at fault (i.e.: misshipments).
6. Service systems that are found to have no defect will be subject to a labor fee and any applicable freight charges.
7. Any service system found to have problems caused strictly by software corruption will be subject to a labor fee and any applicable freight

Service department hours M-F 9 a.m. - 5 p.m. CST.

Submitting this Service form indicates that the conditions set forth above and on the reverse (attached) are clearly understood and agreed to.

Technical Support Phone: 1-800-641-3210 Fax: (651) 393-2133  
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