DAWN ELECTRONICS REPAIR FORM

Include this form with items for repair

Customer Information

Company Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Department:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Residential or Commercial address:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

City:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ State:\_\_\_\_\_\_\_\_\_\_\_ Zip:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Day Time Phone:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Extension:\_\_\_\_\_\_\_\_\_\_\_\_

Email:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

PO #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Manufacturer/Model:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Serial #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Problem Description:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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In/out of warranty?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date of purchase if in warranty:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Amount to insure for return shipping:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

SEND TO:

Dawn Electronics, Inc.

2575-D Cobb International Blvd., NW

Kennesaw, GA 30152

(770) 422-9490

No RMA is needed when sending equipment in for repair. We typically do not need cords or cables unless they are unique to the equipment or you are having a problem with power. Call us if you are unsure what accessories to include with your equipment.

PLEASE INCLUDE PRINT SAMPLES, IF APPLICABLE.

FOR INKJET PRINTERS, WE NEED A SUFFICIENT SUPPLY OF INK FOR TESTING. FOR LASER PRINTERS, REMOVE TONER, WRAP SEPARATELY, AND SHIP WITH THE PRINTER.

For warranty repairs, please include a copy of the proof of purchase.

For out-of warranty repairs, we collect the “minimum fee” as a deposit (see “Service and Repair” for rates). If the minimum is $71.25, that is 3/4 hour of dedicated time on the bench. If the minimum is $95 or $135 or $175, that is 1 hour of dedicated time on the bench.

You can either include a check in the carton with the equipment or, when we get the item, we will call you for a credit card number. You will be called with an estimate if, after inspection, the technician determines more time is needed to complete the repair, or if parts are required. We will not exceed the minimum without your approval.

WARRANTY POLICY

We warranty our repairs for 90 days, parts and labor, to the extent that a component we replaced has failed or the same problem reoccurs – unless Dawn Electronics was not able to duplicate the problem when the unit was in previously. The warranty does not extend to unrelated problems with the same unit. Warranty labor for on-site repair does not include travel time.

The warranty policy does not cover any physical damage that may occur in shipping, nor does it cover return freight on any warranty repair.

Recurring print quality issues due to the printer “sitting idle” are not covered by our warranty. Nor do we warranty any print quality issues for printers with aftermarket ink.

METHOD OF PAYMENT

We accept cash, checks and all major credit cards. The minimum is due when the equipment is dropped off or shipped in. The balance is due when the equipment is picked up or shipped back to the customer. We will extend terms only to US Gov’t agencies, hospitals and universities, upon receipt of a hard copy purchase order.

Checks returned for any reason are subject to a $30 handling fee, plus collection and attorney fees, if applicable. Any customer whose check is returned may be placed on a cash or certified check basis.

Sales tax on parts and freight will be charged to all Georgia customers who do not have a valid exception certificate on file with Dawn Electronics. There is no tax charged on items shipped out of state.