

Repair REQUEST

Send EQUIPMENT To:
2814 Zion Place. Van Buren, AR 72956
Phone: (479)739-6021 opt.3

Billing Address:

Company Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Contact Name: _____ Phone: _____

Email: _____

Shipping Address: (if same as billing, write "SAME")

Company Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Contact Name: _____ Phone: _____

Email: _____

Equipment Information:

****Please Inventory ALL Items Shipped Below for Repair****

- Type / Manufacture: _____

Model: _____ Serial #: _____

- Type / Manufacture: _____

Model: _____ Serial #: _____

Item Shipped Includes Additional Parts / Accessories:

Please provide a detailed explanation of the issues you are experiencing:

By signing below, you acknowledge that you have read, understood, and agreed to these terms and conditions. These terms may be subject to change, and it is the submitter's responsibility to review them periodically.

Print and place this sheet inside the case or box with the unit

Note: THERE IS A \$95 ASSESSMENT CHARGE FOR ANY UNIT BEING RETURNED UNREPAIRED.

Questions? Call (479)739-6021 or email us at repair@tldpro.com

Repair Request Form Terms and Conditions

Please read the following terms and conditions carefully before submitting a repair request form. By accessing and using the repair request form, you agree to comply with these terms. If you do not agree with any part of these terms, please do not use the form.

Submission of Information:

- All information provided in the repair request form must be accurate and complete.
- The submitter is responsible for the authenticity of the information provided.
- The submitter is encouraged to provide a clear and detailed description of the issue with their equipment in the designated section of the repair request form.
- It is important to accurately describe the symptoms or problems experienced with the equipment to facilitate a more precise evaluation by the service provider.
- The service provider reserves the right to request additional information or clarification regarding the described issue to ensure a thorough assessment.
- The accuracy of the information provided in this section may impact the timeliness and effectiveness of the repair process.

Authorization:

- By submitting the repair request form, you authorize the service provider to access and examine the item(s) mentioned in the form for the purpose of assessment and repair.

Assessment Fee:

- There will be a non-refundable assessment fee of \$95 that will be charged for evaluating the item(s) specified in the repair request form.
- A non-refundable assessment fee may be charged for evaluating the item(s) specified in the repair request form.
- This fee covers the cost of initial inspection and assessment.

Repair Estimate:

- Upon completion of the assessment a repair estimate will be provided.
- The submitter will be informed of the repair estimate, and repairs will proceed after the submitter's approval of the repair estimate.

Approval and Payment:

- If the submitter approves the repair estimate, payment for the repair must be made in advance.
- The repair process will commence only upon receipt of the credit card authorization form.

Shipping Responsibility:

- The service provider is not responsible for any equipment damaged, lost, or delayed during the shipping or transportation process to and from the repair facility.
- It is the submitter's responsibility to securely package and insure the item(s) for shipment.
- The submitter is encouraged to choose a reliable and traceable shipping method and retain any shipping-related documentation, including tracking numbers and receipts.
- In the event of shipping-related issues, the submitter should contact the shipping carrier directly to resolve the matter.

Warranty:

- Repairs are covered by a 30-day limited warranty from the date of completion of the repair.
- The warranty covers the specific repairs conducted by the service provider and does not extend to unrelated issues or subsequent damages caused by mishandling or misuse of the repaired item(s).
- If the item(s) experience the same issue within the 30-day warranty period, the service provider will reevaluate and, if deemed necessary, redo the repairs at no additional cost.
- The warranty does not cover damage caused by unauthorized tampering, modifications, or repairs performed by a third party.
- Any warranty claims must be reported within the 30-day period and accompanied by the original repair receipt or documentation.
- The service provider reserves the right to determine the validity of warranty claims and the appropriate course of action.

Cancellation:

- A request for cancellation of the repair process can be made before the commencement of the repair work.
- The assessment fee is non-refundable, and cancellation after the commencement of repair may be subject to additional charges.

Ownership and Liability:

- The submitter is responsible for ensuring that they are the legal owner or have the right to authorize the repair of the item(s) specified in the form.
- The service provider is not liable for any damage or loss during shipping or transportation of the item(s) to and from the repair facility.

Communication:

- The submitter agrees to provide accurate contact information and to respond promptly to any communication from the service provider regarding the repair process.

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