

## SERVICE REPAIR ORDER FORM

### CUSTOMER INFORMATION

Date: \_\_\_\_\_

Requestor Name: \_\_\_\_\_ Campus Phone: \_\_\_\_\_ Ext. \_\_\_\_\_

Email: \_\_\_\_\_ Service request is: Departmental  Personal

Address: \_\_\_\_\_ City/State: \_\_\_\_\_ ZIP: \_\_\_\_\_

### DEPARTMENTAL PAYMENT ACCOUNT INFORMATION

Department Name: \_\_\_\_\_ Department Box #: \_\_\_\_\_

Billing Contact Name: \_\_\_\_\_ Phone #: \_\_\_\_\_ Purchase Order #: \_\_\_\_\_

Natural Class Account	Fund	Departmental Account	Program Code	Fund Year	Amount
432490 or 447970					

★ Authorized Signature for Account: \_\_\_\_\_ Cost Not to Exceed: \_\_\_\_\_

### SERVICE NEEDS INFORMATION

**NOTICE:** There is a one (1) hour minimum charge. All warranty claims must be accompanied by proof of purchase. Software related problems are not covered by warranty. See manufacturers literature for further details. The UCSF Technology Store and Eaton & Associates are not responsible for the loss of any data or the inability to recover data. A University I.D. is required for all departmental payments. Service status can only be given to the Requestor or Bill To person associated with this order.

**SERVICE HOURLY RATES (One Hour Minimum Charge): \$110 for In-Store Drop-Off at the UCSF Technology Store; \$125 for On-Site Service; \$195 for Priority On-Site Service. Please add \$35 Travel Charge for On-Site Service.**

Product Description (Manufacturer/Model#, etc.): \_\_\_\_\_

Access Password: \_\_\_\_\_ Serial#: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_ Existing Repair Case#: \_\_\_\_\_

Please check one: Repair  Upgrade  Set-Up  Cleaning

FOR REPAIR (Please describe symptoms in detail): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Pick-Up By (I.D. Required): \_\_\_\_\_ Date: \_\_\_\_\_

Delivered by: \_\_\_\_\_ Received/UCSF (Sign/Print): \_\_\_\_\_ Date: \_\_\_\_\_

#### INTERNAL USE ONLY

Internal Tracking # \_\_\_\_\_ Repair Order # \_\_\_\_\_ Warranty Repair  Non-Warranty Repair