



ProjectorPeople.com Repair Form

Call 1-800-639-3010 / Fax 1-813-261-1512 / www.projectorpeople.com

PLEASE FILL OUT THIS FORM AND INCLUDE IT WITH YOUR UNIT COMING IN FOR REPAIR

Company Name: _____ E-Mail address: _____

Shipping Address (once repaired) (Please also include for Local Pick Up): _____

City: _____ State: _____ Zip Code: _____

Phone Number: (____) _____ Fax Number: (____) _____

Your Name/ Company Contact Person: _____

Please explain the problem with your unit: _____

Unit Make: _____ Unit Model Number: _____

Unit Serial Number: _____

Warranty Validation: If you believe your unit is under warranty or service contract, please include a copy of your original invoice for warranty validation. ***Please note that manufacturer warranties and service contracts do not cover cleaning and/or No Problem Found.***

We offer Emergency Rate Service (\$165.00 per hr): If Emergency Rates are elected, we process your repair in the quickest manner possible. ***The labor rate for emergency is not covered by your manufacturers warranty although the parts may be covered.*** (SEE RATES BELOW)

***Please circle YES if you wish to elect Emergency Rate Service **NO YES** if yes, initial here _____

Shipping: Upon completion of your repaired unit, we ship the unit back to you UPS Ground for warranty repairs. (Non-Warranty repairs, Ground shipping is billable) If you wish to elect express shipping, please provide your Carrier information: (Example: Fed Ex, UPS, DHL, etc.)

Your Shipping Carrier: _____

Your Shipping Account Number: _____

Please circle your preferred return shipping method using your account: **Priority Overnight 2nd Day**

Our Rates (1 Hour Minimum):

\$95.00	Estimate Fee, Refused Estimates, Non Repairable, No Problem Found (NPF)
\$95.00 per hour	LCD Projectors, Monitors, Professional VCR's, Overhead Projectors, Etc.
\$75.00 per hour	Varitronics® Equipment
\$125.00 per hour	Camcorders and Cameras (Professional Only)
\$165.00 per hour	Emergency Repair Service (does not include parts)



**UPON COMPLETION OF PAGE 1, PLACE THE FORM IN YOUR BOX
AND SHIP YOUR UNIT TO THE FOLLOWING ADDRESS:**

Ship To:

Projector People.com
Attn: Repair Department
6301 Benjamin Rd, Suite 107
Tampa, FL. 33634

****** Important Packaging Information ******

Please remember your unit is very fragile and not all carriers are gentle with your equipment.

- Make sure service order form is filled out completely and include form with unit.
- To ensure safe delivery, please **do not** ship more than one unit in your shipping carton. (include repair form with each shipment)
- If unit is under warranty please include a copy of the original invoice.
- Remove any mounting brackets before packing unit.
- **DO NOT** remove the lamp from your projector.
- If you are using an after market lens in your projector, please include it with your unit. Please be aware that after market lenses are very fragile and can become damaged easily. You may want to consider having your unit professionally packed. Be sure they build up packing material around the lens to ensure safe shipment.
- Make sure unit is very well packed **at least 3 inches** of packing material around the entire unit between the unit and the box and on all four sides to include top and bottom.
- Recommended packing material would be bubble wrap or foam packing material. If you are considering using peanuts for packing material, make sure unit is wrapped in bubble wrap before adding peanuts.
- Make sure you insure the unit for the full cost of the equipment.
- **DO NOT use rags, shredded paper, and newspaper or paper products of any kind as packing material.**
- If you are unsure of how to properly pack your unit or do not have proper packing materials to package your unit, you may want to take your unit to a company who offers packaging services.

Upon returning your repaired equipment, if we do not feel that the unit has sufficient packaging, we will automatically provide proper packaging materials for an additional \$25.00. This will reduce the chances of shipping damages.



ProjectorPeople.com Credit Card Authorization Form

Dear Valued Customer:

This is your receipt for the below referenced invoice.
If you have any questions please feel free to contact us at 1-800-639-3010.

Thank You,
ProjectorPeople.com

Fax to the attention of: _____

ProjectorPeople.com Credit Card authorization form processed on: _____ / _____ / _____

Payment Information

Name on Card: _____ Customer Number: _____

Invoice Number: _____ Service Ticket Number: _____

Card Type (check one): VISA MC AMEX Card Number: _____

Expiration Date: _____ CCV Code: _____

The CCV code is the last 3-4 digits on the signature stripe on the back of the card after the account number.

Company Name: _____

Billing Address: _____

City, State, Zip: _____

Phone: _____ Fax: _____

Total Amount to Charge to Card: \$ _____

Check if customer wants a copy of the credit card receipt faxed to them.

Customer Signature (if available): _____

ProjectorPeople.com Representative Signature: _____