

# Cal Micro Repair Form

SAVE TIME w/  
**Expedite Service**  
 (2-3 business  
 days\*) For **\$25.00**  
 Only

- Please complete this form and include a copy in the shipping box. Please keep a copy for your records.
- Form can be mailed to our address below, emailed to [technician@calmicro.net](mailto:technician@calmicro.net) or faxed to (408) 321-8811
- **For HP, Sony, Fujitsu, Lenovo, and Apple repairs, please include a copy of your purchasing receipt if under warranty.**

|                                      |   |
|--------------------------------------|---|
| <b>Contact Person:</b>               | <b>Address:</b>   |
| <b>Company Name (If applicable):</b> | <b>City:</b>  |
| <b>Telephone:</b>                    | <b>State:</b> <span style="float: right;"><b>Zip Code:</b></span> |
| <b>Fax:</b>                          | <b>Email:</b>   |

**Drop Off/Pickup**       **Return Shipping & Handling Charge \$20.00**

|   |  |
|---|--|
| <input type="checkbox"/> <b>In Warranty</b> (Purchase Date) _____   | <input type="checkbox"/> <b>Out Of Warranty</b>  |
| <b>HP Warranty Type</b> (HP Only): <input type="checkbox"/> <b>Unit</b> <input type="checkbox"/> <b>Options</b> <input type="checkbox"/> <b>Spare Parts</b> | <input type="checkbox"/> <b>Expedite Service:</b> <input type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b> |
| <b>Special Warranty</b> (Toshiba Only): <input type="checkbox"/> <b>3<sup>rd</sup> Party Warranty</b> <input type="checkbox"/> <b>Service Express</b>       | (Extra charge will apply)  |

|   |                       |                  |
|---|-----------------------|------------------|
| <b>Manufacturer Model/Part Number #</b> | <b>Serial Number:</b> | <b>Password:</b> |
|---|-----------------------|------------------|

**Description of Failure/Symptom(s):**

| Additional items shipped/Delivered with your laptop<br>(The AC adapter, power cord and Battery MUST be included) |   |
|--|---|
| <input type="checkbox"/> <b>AC Adapter (Required)</b>  | <input type="checkbox"/> <b>External FDD</b>    |
| <input type="checkbox"/> <b>Power Cord (Required)</b>  | <input type="checkbox"/> <b>External CD/DVD</b> |
| <input type="checkbox"/> <b>Battery (Required)</b>   | <input type="checkbox"/> <b>Carry Case</b>      |
| <input type="checkbox"/> <b>Software/Restore CD</b>  | <input type="checkbox"/> <b>Other(s):</b> _____ |

**Before shipping/Delivery please:**

|  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Back up your software and data files</li> <li>• Please include external peripherals or Cables when needed.</li> <li>• Keep a record of your UPS/Fed Ex shipping number.</li> <li>• Use Professional Packing or Original Notebook Packing</li> </ul> | <ul style="list-style-type: none"> <li>• Remove any confidential or sensitive Data</li> <li>• Unit may not be returned to you with same shipped box</li> <li>• Ship to: Cal Micro, Inc<br/>Attn: Service Center<br/>712 Charcot Ave<br/>San Jose, CA 95131 USA</li> </ul> |
|--|---|

- I understand that I'm alone responsible to back-up all data and software on my hard drive. There is a small but inherent risk that data and software programs left on the computer system may be damaged or lost despite taking all reasonable precautions during the repair or installation of components. Cal Micro and/or its agents are not responsible for the loss of data or damage to files and assume no liability to reload any software. Extra Charges will apply for all software reloads and backups if requested.
- I also understand that Cal Micro, Inc is not responsible for any damage or loss caused to my laptop during shipping to and from our location. I understand that Cal Micro, Inc will insure my laptop for \$1000.00 during return shipment and if additional insurance is required, I must provide an additional coverage amount and an estimate will be provided to me.
- I understand that I have to pay \$45 for diagnosing my computer in case of my computer is out of warranty and I decided not to fix it after the diagnose is done. I assure that my laptop has no physical damage, missing parts or tempered with. For out-of-warranty, Cal Micro guarantee the service (Labor and parts) of the repaired item for 30 days.
- I understand that I'm responsible to pay for the ordered parts if I changed my mind and do not want to fix the computer any more.
- For all in-warranty repairs, Cal Micro will keep the old parts including the Hard drives
- For out-of-warranty repairs, Cal Micro will keep the old parts unless customer indicates otherwise prior to the start of service
- By signing below, I understand that Cal Micro accepts only Major Credit Cards, Cash, Cashier Checks and Money Orders only. Cal Micro does not accept company or personal checks.
- Please check this box, only if you need your old defective parts back
- Please note that Cal Micro process all in-warranty laptops within 4-6 business days and all out-of-warranty laptops within 5-7 business days assuming that the spareparts are available with the manufacturer. Cal Micro will provide estimates to all out-of-warranty repairs within 3 business days.
- \* Expedite Service: Please note that Cal Micro process all in-warranty laptops with Expedite Service within 2-3 business days and all out-of-warranty with Expedite Service within 3-4 business days assuming that the spareparts are available with the manufacturer. Expedite service is a non-refundable fee.
- Cal Micro reserve the right to refuse service to any individual, company and/or specific product at any time.
- The credit card info will be kept in safe and secure area through out the process and will be destroyed upon completion of services.
- By signing below, I acknowledge the fact that I have read, understood and agree to Cal Micro's Repair Process, Shipping Instructions, Labor Rates, Policies, and Instructions above.

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

|   |                              |
|---|------------------------------|
| <b>(For Cal Micro Use only)</b>   |                              |
| <b>Received by:</b> _____   | <b>Date:</b> _____           |
| <b>Special Instructions:</b> _____  | <b>Work Order NO.:</b> _____ |
| <b>Referred by:</b> <input type="checkbox"/> MCA <input type="checkbox"/> Google <input type="checkbox"/> Yahoo <input type="checkbox"/> Bing <input type="checkbox"/> AOL <input type="checkbox"/> MSN <input type="checkbox"/> Yelp <input type="checkbox"/> Yellow Pages <input type="checkbox"/> V. Web <input type="checkbox"/> V. Phone <input type="checkbox"/> Friend <input type="checkbox"/> Other: _____ |                              |