



Sony Electronics, Inc.  
 10227 Crossroads Loop, Suite C  
 Laredo, TX 78045

Laredo Customer Satisfaction Center  
 Voice: 866-357-6230  
 FAX: 956-728-2132

**HELP US SPEED UP YOUR REPAIR TIME**

PLEASE FILL OUT THIS FORM AND RETURN WITH THE EQUIPMENT TO BE REPAIRED

**COMPANY NAME** \_\_\_\_\_

**SONY ACCOUNT #** \_\_\_\_\_

**CONTACT NAME** \_\_\_\_\_

**E-MAIL ADDRESS** \_\_\_\_\_

**TELEPHONE NUMBER** \_\_\_\_\_

**FAX NUMBER (IMPORTANT!)** \_\_\_\_\_

**ADDRESS** \_\_\_\_\_

**CITY/STATE/ZIP** \_\_\_\_\_

**MODEL** \_\_\_\_\_ **SERIAL NUMBER** \_\_\_\_\_

**REPEAT REPAIR**       **SERVICE CONTRACT NUMBER** \_\_\_\_\_

**OUT OF WARRANTY**       **WARRANTY (PLEASE INCLUDE A COPY OF SALES INVOICE)**

**Flat Rate Repairs**

- Certain printer units are repaired for a fixed charge which includes Labor, Parts and Return Shipping. (Applicable State Sales Tax is **not** included in this Flat Rate)
- This covers most repairs based upon normal usage of the unit.
- Exclusions: Physical damage due to accidents, water or liquid spills, electrical damage, etc.
- Accessories (Batteries, Chargers, etc.) will be charged separately.

**If your model falls into this category, please see below and if possible, preauthorize repair charges accordingly.**  
 (Please do not enclose a check. We will notify you of the final total including applicable Sales Tax.)

**Model:** \_\_\_\_\_ **Flat Rate:** \$ \_\_\_\_\_

- WE WILL PROVIDE A DETAILED ESTIMATE FOR YOUR APPROVAL.
- **THERE IS A ONE-HOUR DIAGNOSTIC CHARGE OF \$135 PLUS RETURN SHIPPING AND SALES TAX FOR DECLINED ESTIMATES.**

**PURCHASE ORDER NUMBER** \_\_\_\_\_ (For Customers with Sony Account)

**COSTS APPROVED TO** \$ \_\_\_\_\_ (Out of Warranty)

**AUTHORIZED SIGNATURE** \_\_\_\_\_ (Out of Warranty)

**CREDIT CARD AUTHORIZATIONS – Please call us with Card Information**

- Please provide a detailed estimate before any work is performed.
- No estimate required – proceed with repairs up to authorized repair limit.

**PROBLEM (PLEASE DESCRIBE FULLY. IF NECESSARY, USE THE BACK OF THIS FORM)**

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**Shipping Instructions:**  
**No Return Authorization Required**  
 Please pack units carefully  
 Please DO NOT send Master / Original Tapes.