

Does your education institution have equipment needing repair?

Send it in to your nearest Computers Now Education Service centre using our nominated courier service, and we will courier your equipment **FREE** of charge both ways.

Simply follow the instructions below, and by booking our courier service yourself, you can organise the equipment to be ready in plenty of time and at your convenience.

Once received, our Service staff will respond to your Education Service Order in a prompt and professional manner.



1

Print & Complete

the attached 'Education Service Order' and include it with the equipment. This is very important as we need to know what it is, what is wrong, who sent it, and where it has come from.



2

Package & Address

your equipment to prevent damage during transit (must be in a box with adequate padding), then fill-out and attach the address label.



3

Call our courier service

and arrange collection. All the details are on the attached 'Education Service Order'. The courier company will advise an ETA which is normally within 4 business hours.



4

Relax

and let Computers Now take the hard work out of your technology equipment repairs. Our Service staff will contact you directly regarding your service order.

Computers Now Education : Contact us today for your education requirements



NSW

Crows Nest

Ph: 02 9951 7979

Fx: 02 9957 4325



VIC

Sth Melbourne Ph: 03 9684 3600

Fx: 03 9682 2902

Visit us online : www.compnow.com.au

education@compnow.com.au

* Free courier service is only available within Sydney & Melbourne Metro areas.

All offers and prices subject to change without notice. Images for illustrative purposes only. Conditions may apply. E&OE



acer

Microsoft



EPSON

FUJI XEROX

Computers Now Location	Call Courier Service	Phone	Account Code	Courier Booking Reference
<input type="radio"/> South Melbourne	Amalgamated Couriers	03 9269 7000	COMPSS	_____
<input type="radio"/> Crows Nest	KK Couriers	02 9531 1020	Computers Now	_____

CUSTOMER TO COMPLETE:

Institution _____ Department _____

Address _____ Date Sent _____

Phone _____ Contact Person Name _____

Fax _____ Email _____

Equipment Details

Serial Number: Confirmed

Warranty Status

1 _____ Yes (Expires _____) No Unsure

2 _____ Yes (Expires _____) No Unsure

Accessories Included:

<input type="checkbox"/> Power Adapter	<input type="checkbox"/> Original Packaging / Box	<input type="checkbox"/> Carry Bag
<input type="checkbox"/> Power cord / printer cable	<input type="checkbox"/> Software (Please Give Details)	<input type="checkbox"/> Additional Notes Attached with item

Description of fault / or repair required: _____

Computer Username _____ Computer Password _____

SERVICE AUTHORISATION

A minimum \$75 inc GST (\$68.18 ex GST) quote fee applies for all out of warranty repairs. I authorise Computers Now to carry out at my cost repairs and/or maintenance to the equipment listed on this form, and any other work considered necessary for proper functionality, at the current rates for the parts & labour used.

Computers Now Pty Ltd will not be responsible for any loss or damage to the equipment, its accessories, software or data howsoever caused (in transit or otherwise). Any claim for faulty workmanship shall be limited solely to the rectification at no charge of the faulty work, no claim for loss consequential or otherwise being admissible.

The customer understands that uncollected goods provisions may apply. Minimum charges apply for all work carried out by Computers Now. Credit will only be extended to approved account holders. Proof of warranty MUST be provide to claim warranty credit. Warranty on repairs is 90 days from date of invoice unless otherwise specified. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods. Repair of the goods may result in loss of the data.

PLEASE INSTRUCT COMPUTERS NOW ON THE ACTIONS YOU WOULD LIKE TAKEN WITH REGARDS TO YOUR DATA:

- The data is fully backed up or not essential, so it need not be retained
- Please backup or recover my data. I understand that there is a charge for this and that data recovery is not always possible.

ON LODGEMENT

I have read the Service Authorisation above and agree to its terms and conditions.

CUSTOMER SIGNATURE: _____ **DATE:** _____

SERVICE USE ONLY

Job Number _____ Date Received _____ Time Received _____ PO # _____

Evident marks or damage upon receipt : _____



EDUCATION SERVICE DELIVERY

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<input type="radio"/> Crows Nest	KK Couriers	02 9531 1020	Computers Now	_____

To:
Computers Now Service Department
64 Clarendon St
South Melbourne VIC 3205
Ph: 03 9684 6300 Fx: 03 9682 2902

From:
 Contact Person Name _____
 Institution _____
 Department _____
 Address _____
 Phone _____



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