



repair lab
per incident trouble ticket repair form

1357 River Road
Eugene, OR 97404
541.689.3245 (ph)
541.689.4916 (fx)
www.ido.net
tech@ido.net

shelf sp# _____

Customer – fill out contact and item information.

Full Name		Item	
Billing Address		Make	
City, State, Zip		Model	
Contact Phone		Serial #	
Time Zone		Log In PW	

Select	Description	Rate	Pd Date	Pay Type	Total
	Reset Email or Internet Account	\$10/Flat			
	Intake	\$45/Flat			
	Labor	\$50/Flat			
	Data Back Up	\$50/Flat			
	Data Diagnosis	\$99/Flat			
	Data Recovery	\$195/Flat			

Select	Hourly Rates	Rate	Qty	Total Due
	Software Integration			

Parts Order	Rate	Paid Date	Amount Paid

Customer Call Dates and Time				Total Paid	Total Due
Date/Time	Date/Time	Date/Time	Date/Time	Total Paid	Total Due

Reason why item was sent in?	Cosmetic Damages	Items sent in with item

Warranty: Innovative Dimensions, LLC, DBA Innovative Designs Online (IDO) and it's storefront The Web Zone provides a Manufacture Warranty on all parts purchased and a 90 Day Labor Warranty. If customer requests additional work or services other than on notes above, a new repair order form of requested work and payment shall be due before services are rendered. Responsibilities: The Web Zone will do their best to repair the item listed above in a timely manner and provide signer with a quick turnaround time depending on the nature of the repair/intake number and in-stock parts. Some repairs take longer than anticipated. The Web Zone shall not be held responsible for any manufacture part failure(s), whether it be hardware of software related, if the item is unable to be repaired, cosmetic or break damage due to opening the item for repair, lost or stolen items, out of warranty items, signer's unwillingness to purchase part to repair item, manufacture/vendors pricing, warranties and/or shipping process. Signer is responsible to provide all power adapters, application software, such as, but not limited to Operate System CD, (Windows 98, 2000, XP, Vista, etc. Office CD's, Printer CD and etc in order to reinstall on computer that before leaving system for repair. No pirated Application CD's or floppies will be accepted, nor will The Web Zone attempt to fix a computer with a pirated version of an OS. Cost: All payments are non-refundable. All credit/debit card payments are approved and authorized by the Owner's signature below. All parts must be prepaid before they will be ordered, with exception to parts already in stock. The Web Zone will order and install and complete work to the best of its ability. Upon completion of repair, Signer will pay the remainder labor fee of \$50 (excluding for all non data or reset repairs) + any in-stock part's costs for their repair at pick up or completion of repair. In case the item is not repaired, no additional labor cost of \$50 applies. All parts orders are non-refundable. However, if signer wishes, The Web Zone shall restock the parts in storefront for resale, The Web Zone shall retain a 30% restocking fee once item sells, The Web Zone will pay signer the remainder via company check. Shipping/Handling Costs: All shipped items must include a return label paid by customer, or The Web Zone shall bill Customer shipping/handling cost to ship repaired/unrepaired back to signer. The Web Zone will contact customer to pick up item or provide them a tracking number of their shipped and insured it on its way back to the signer. The Web Zone is not responsible wrong addresses provided by customer. Customer shall pay for additional shipping labels, if wrong address is provided to The Web Zone. Surrendered Item Policy: If Signer is a walk in, on the date of call for customer to pick up above item,, customer has 30 days to pick up item. At 12:00am of the 31st day after pick up call was made, customer relinquishes any claim to item described above. Item becomes property of The Web Zone to dispose of anyway The Web Zone sees fit. Customer forfeits any right to make claim after the 30th day of item in The Web Zone repair shop. All payments are non-refundable. NSF checks will be billed \$25.00. By signing this form, the undersigned agrees to terms above (1/03) make all checks payable to The Web Zone, Signer agrees to the above and below terms by signing below:

Owner of Item Signature _____

Date: _____

Make Checks and/or USPS Money Orders payable to: The Web Zone or pay by card, fill out information below.

Credit/Debit Card Payment Authorization by Cardholder: I, (print legibly) _____ authorize The Web Zone, DBA of Innovative Dimensions, LLC to charge my credit/debit card for services, parts and/or shipping needed to repair & return this item detailed above. I agree to the terms and charges for this repair. Complete Billing Address for Card "same as above" _____ if different -provide _____ Card # _____ Expiration Date _____ 3 Digit Card Security Code _____ on front of American Express). **Credit/Debit Card Statement will say "Premier Pay" on charge. **

Repair Completed by: _____
 Called Customer Date and Time: _____
 Notes & Recommendations: _____