

# Instructions for completing the Service Information Form

## ***Part 1: Calculator Details***

Enter the model and serial number of the unit you are submitting for repair. If you cannot locate the serial number, just leave it blank. Any information you can provide about the problems with the unit would be appreciated, if you don't know, that's okay too. If you are aware the problems are intermittent, please note that as well.

If you are sending more than one unit, use a separate page for each unit. But, you don't need to complete the remainder of the form beyond this section so long as all of the information remains the same for the additional units.

## ***Part 2: Repaired Unit Ship To Address***

Where do we send it when it is complete? Please provide a valid Postal Mail as that is how we return 99.9% of the units we repair. If you need other shipping arrangements, please contact us before submitting a unit for repair.

## ***Part 3: Contact Information***

How can we contact you should there be a question? A phone number is important for those "difficult" cases. An Email address is equally as important as it will allow us to keep you up to date as your calculator progresses through the repair process.

## ***Part 4: Payment Options***

How would you like to pay for repairs? Details for each selection:

- 1) **Checks and Money Orders.** As most of the units we receive are repaired at the flat rate listed on our fee schedule, your check should be in that amount. Should there be any additional charges, we would first get your approval for the repairs and send an invoice for the additional amount with the unit when it ships back. We do not deposit checks upon receipt, they are held until repairs are completed.
- 2) **Collect on Delivery.** The repair cost will be collected when it is returned to you. The COD fees charged by the Postal Service will be added to the repair cost. You have the option of paying by check or cash with this method.
- 3) **Paypal.** If you have a Paypal account and would like to pay by your choice of bank account debt or credit card, select this option. Please provide your account email address so that we may send an invoice for payment when repairs are complete.
- 4) **Credit cards.** Provide the details requested. Due to increased efforts to reduce fraud, we now require the billing address of the card if it is different than the return address for the calculator. Also, the "CVV2" code printed on the card must be entered. [CVV2 Help](#)

## ***Part 5: Shipping the Calculator To Us***

You're done! Ship your calculator to the appropriate address shown. You'll receive an email from us once your unit has been received and processed for repair.

Should you have any questions about the process, please email us!

<b>Part 1</b>	<b>Calculator Details</b>
Model: _____ Serial Number: _____ Problem with unit: <input type="checkbox"/> Will not turn on <input type="checkbox"/> Keyboard <input type="checkbox"/> I/O Ports (Check all that apply) <input type="checkbox"/> Other: (describe below) <input type="checkbox"/> Display <input type="checkbox"/> Card Slots Additional problem information: _____	

<b>Part 2</b>	<b>Repaired Unit Ship To Address:</b>
Name: _____ (If applicable) Company: _____ (Number/Street) Address 1: _____ (Suite, Apt, etc) Address 2: _____ City: _____ State/Province: _____ Zip/Postal Code: _____	

<b>Part 3</b>	<b>Contact Information:</b>
Phone: _____ (preferred method) Email: _____	

<b>Part 4</b>	<b>Payment Options:</b>
<input type="checkbox"/> Checks or Money orders made payable to "FixThatCalc.com" Check One: <input type="checkbox"/> Collect On Delivery <input type="checkbox"/> Credit Card – Visa, Master Card, Amex, Discover Card Number: _____ Expiration Date: ____ / ____ (Month/Year) Name on Card: _____ CVV2 Code: _____ <a href="#">CVV2 Help</a> Address where you receive your credit card statement (Omit if same address as provided in part 2) (Number/Street) Address: _____ State/Province: _____ Zip/Postal Code: _____	

<b>Part 5</b>	<b>Shipping The Calculator To Us:</b>		
<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; text-align: center; vertical-align: top;"> <i>For Postal Mail Shipments:</i>            Fix That Calc.com            PO Box 193            Perkiomenville PA 18074         </td> <td style="width: 50%; text-align: center; vertical-align: top;"> <i>For UPS, FedEx Shipments:</i>            Fix That Calc.com            105 Susans Ln            Perkiomenville PA 18074         </td> </tr> </table>		<i>For Postal Mail Shipments:</i> Fix That Calc.com PO Box 193 Perkiomenville PA 18074	<i>For UPS, FedEx Shipments:</i> Fix That Calc.com 105 Susans Ln Perkiomenville PA 18074
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