

STONE SYSTEMS Printer Repair Form

***** IMPORTANT: Please READ the entire form and/or call 800-289-9973 if you have any questions *****

Please pack the Printer securely in a box that will protect it from any shipping damage.
(You may want to add Shipping Insurance for your protection, we are not responsible for ANY damage).

Please keep any cables, adapters, power cords or other options that are detachable from the printer.

Please print clearly and fill out the following with as much detail as possible:

Company Name: _____

Address: _____

Address: _____

Cty/St/Zp: _____

Attn: _____

Phone No: _____ . Cel Phone: (_____) _____

Special Instruction: _____

Make: _____ Model: _____ Serial Number: _____

Describe Printer Malfunction: _____
(ie: No Power, Squeals, Missing Dots on Text, Smearing, Printer Smoked, Lightning Strike, Etc.)

Printer Repair: (Check off what type of printer and service you want)

- Sending in a Barcode Printer (Intermec, Zebra, Datamax, Etc.) Labor Rate is \$125.00 per hour. (Average time: 2.0 Hours).
- Sending in a POS Printer (Epson, Ithaca, Citizen, IBM, Etc.) Labor Rate is \$125.00 per hour. (Average time: 1.5 Hours).
- Sending in a Dot Matrix Printer (Okidata, Epson, Lexmark, Etc.) Labor Rate is \$95.00 per hour. (Average time: 1.5 Hours).
- Sending in a Laser Printer (HP, Lexmark, IBM, Samsung, Etc.) Labor Rate is \$95.00 per hour. (Average time: 1.25 Hours).
- Sending in a Line Printer (Printronix, Genicom, Tally, Etc.) Labor Rate is \$125.00 per hour. (Average time: 2.0 Hours)

Called in for a quote on: _____ / _____ / 2009. Quoted: \$ _____ .00 Authorized by: _____

Please call me if the Repair Price get close to or over \$ _____ .00

Shipping Instructions (If you are outside the Lower 48 States, please call for a Quote).

- Ship repaired printer back UPS Ground.
- Ship repaired printer back UPS 3 day.
- Ship repaired printer back UPS 2 day.
- Ship repaired printer back UPS Next Day Air..
- Special Shipping Instructions _____ ..
- Inside California - Add 9.25% sales tax on parts only.

Ship To:

STONE SYSTEMS * 2326 KRUSE DRIVE * SAN JOSE, CA 95131 * Attn: Printer Repair Dept.

In most cases your printer(s) will be repaired and shipped back within 5-7 working days. All printers will be shipped back UPS Ground unless other arrangements are made. If within California, there is a Tax of 9.25% on Parts Only.

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