

# STONE SYSTEMS Terminal Repair Form

**\*\*\* IMPORANT: Please READ the entire form and call 1-800-289-9973 if you have any questions \*\*\***

Sales and Service on: **WYSE, Televideo, Link, Qume, IBM, HP, Sherwood, Falco, C.Itoh, Esprit, Etc.**

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

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

If you are including the keyboard to be repaired as well, keep the keyboard cable attached to the keyboard,  
(Some are detachable), but disconnected it from the Terminal.

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

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

Address: \_\_\_\_\_

Cty/St/Zp: \_\_\_\_\_

Attn: \_\_\_\_\_ Phone No: (\_\_\_\_\_) \_\_\_\_\_

Special Instruction: \_\_\_\_\_

Make: \_\_\_\_\_ Model: \_\_\_\_\_ Serial Number: \_\_\_\_\_

Describe Terminal Malfunction: \_\_\_\_\_ (No Video, No Power, Squeals, Smoked).

[ **I want Terminal to** (Circle One): Repair Advanced Exchange Outright Purchase Scrap/Recycle it

I was **quoted the Repair Cost** would be around: \$\_\_\_\_\_.00 Who Quoted your: Rob Sarina Other: \_\_\_\_\_

I was **quoted the Advanced Exchange** Cost would be: \$\_\_\_\_\_.00 Who Quoted your: Rob Sarina Other: \_\_\_\_\_

I want to **Scrap this Terminal**. Please email me: \_\_\_\_\_@\_\_\_\_\_ UPS return label at no cost to me.

## Keyboard Repair:

I am sending in [\_\_\_\_\_] Keyboards for: Evaluation Repair Scrap/Recycle.  
Please let me know what the repair cost will be. (Average repair cost is \$45.00 each.

[ ] Called in for a quote on: \_\_\_\_\_ / \_\_\_\_\_ / 2021. Quoted: \$\_\_\_\_\_.00 Authorized by: \_\_\_\_\_

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

[ ] \$40.00 Ship back terminal only - UPS Ground.

[ ] \$50.00 Ship back terminal and keyboard together - UPS Ground.

[ ] \$25.00 Ship back keyboard only - UPS Ground.

[ ] \$70.00 Check this off if the terminal is Color (heaver), ship back - UPS ground.

[ ] Ship back using my UPS Account: \_\_\_\_\_. Your Zip Code: \_\_\_\_\_

## Ship To:

**STONE SYSTEMS \* 1331 Hanchett Ave \* San Jose, CA 95112 \* Attn: Terminal Repairs Dept.**

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

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