

STONE SYSTEMS Terminal Repair Form

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

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: _____
(ie: No Video, No Power, Squeals, Screen Jumps, Screen goes blank after a few hours, Terminal Smoked, Etc.)

Terminal Repair (Check off all that apply)

\$129.00 each. Sending in a Wyse monochrome terminal for repair. (ie: WY-30, WY-50, WY-60, WY-150, WY-160, Etc.)

\$199.00 each. Sending in a Wyse color terminal for repair. (ie: WY-350, WY-325, WY-370, Etc).

None Wyse Terminal for repair. (ie: Televideo, Qume, Falco, C.Itoh, Sherwood, Esprit, IBM, Hewlett Packard, Etc.)

Called in for a quote on: _____ / _____ / 201_. Quoted: \$ _____ .00 Authorized by: _____

Terminal repairs DO NOT include the following: Replacing the CRT Tube or replacing cracked or broken plastic housing parts.

Keyboard Repair

\$45.00 each. Sending in a Wyse old style, (Gray), keyboard for repair. (ie: Wyse P/N: 840059-01, 840338-01, 840358-01).

\$55.00 each. Sending in a Wyse new style, (White), keyboard for repair. (ie: 901865-01, 901867-01, 9019879-01).

Called in for a quote on: _____ / _____ / 201_. Quoted: \$ _____ .00 Authorized by: _____

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

\$35.00 Ship back terminal only - UPS Ground.

\$45.00 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.

Special Shipping.

Inside California – Tax will be added for parts used.

Ship To:

STONE SYSTEMS * 695-B Quinn Ave * San Jose, CA 95112 * Attn: Depot 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 8.25% on Parts Only.

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