CTECH

C-Tech will not be responsible for the loss of your programs or data. If a replacement or re-image of the hard drives required, all of your data and software settings will be lost.

To provide you with the most efficient service possible, please provide the information requested below. C-Tech technicians will make repair decisions based on the information provided below. Please include this completed form with your PC when it is sent to the repair center. Thank you for your cooperation.

CUSTOMER AND MACHINE INFORMATION:
Customer name: _____ Case number: _____
Contact phone: _____ Machine type/model: _____
Customer E-mail: _____ Serial number: _____
Failure description and steps to recreate failure
symptom: _____ _____
_____ _____
_____

I understand that the replacement or reimaging of the hard drive will result in complete data and application loss and reset the machineto the original factory settings: _____ (Signature Required)

When sending your PC to the repair center please do NOT include AC Adapters, Power Cords, Batteries, Docking Stations, USB Devices, Disk Media, or SIM Cards unless otherwise directed by the Contact Center. If any of these components are included, please itemize the device(s) in the section below. **Sample Exception: Power related issues will require you to send the AC Adaptor, Power cord & Battery along with the machine to the Depot. **

Please check any of the following items that are being sent in with the Laptop PC. Please include size where appropriate.
Hard Drive Size: _____   GB: _____

Please review hard drive Re-image / Replacement warnings above

Media or Media Device (CD / DVD / CDRW / Blu-ray) Please specify device type: _____

Wireless Device, Please specify device type: _____

Additional Memory: Please specify total memory size: _____MB

Power Cord (Y / N) | AC Adapter: (Y / N) | Battery (Y / N)

Other(s): Please specify: _____

PASSWORDS:
To accurately diagnose problems and completely test your machine, technicians need to access the Operating System. Without access to the Operating System, your machine can not be fully tested after the repair. Please remove your passwords or include them below prior to shipping the machine into the Repair Center. If there are passwords on the machine we will bypass the passwords unless you check the box below.

☐ I do NOT authorize C-Tech to bypass passwords on my machine for the purposes of diagnosing, repairing and testing. I understand that if C-Tech can't access the Operating System, the machine may not be completely repaired or could be returned unrepaired.

Remember: Passwords are case sensitive and may include numbers and characters. Please print clearly.
Power On Password: _____ Hard Drive Password: _____ BIOS Password: _____
_____Supervisor Password: _____ Operating System Password: _____

USA Customers / Please Ship PC To: 15 Overlook Ave Rochelle Park, NJ 07662