

# Apple Repair Service for Business

FREE courier service included - Sydney & Melbourne\*

## Does your business institution have equipment needing repair?

Send it in to your nearest Computers Now Business Service centre using our nominated courier service, and we will courier your equipment **FREE** of charge both ways.

Simply follow the instructions below, and by booking our courier service yourself, you can organise the equipment to be ready in plenty of time and at your convenience.

Once received, our Service staff will respond to your Business Service Order in a prompt and professional manner.



1

### Print & Complete

the attached 'Business Service Order' and include it with the equipment. This is very important as we need to know what it is, what is wrong, who sent it, and where it has come from.



2

### Package & Address

your equipment to prevent damage during transit (must be in a box with adequate padding), then fill-out and attach the address label.



3

### Call our courier service

and arrange collection. All the details are on the attached 'Business Service Order'. The courier company will advise an ETA which is normally within 4 business hours.



4

### Relax

and let Computers Now take the hard work out of your technology equipment repairs. Our Service staff will contact you directly regarding your service order.

## Computers Now Business : Contact us today for your business requirements



NSW

Crows Nest

Ph: 02 9951 7979

Fx: 02 9957 4325



VIC

Sth Melbourne Ph: 03 9684 3600

Fx: 03 9682 2902

Visit us online : [componow.com.au](http://componow.com.au)

\* Free courier service is only available within Sydney & Melbourne Metro areas.

All offers and prices subject to change without notice. Images for illustrative purposes only. Conditions may apply. E&OE



acer

Microsoft



EPSON

FUJI XEROX

Computers Now Location	Call Courier Service	Phone	Account Code	Courier Booking Reference
<input type="checkbox"/> South Melbourne	Amalgamated Couriers	03 9269 7000	COMPSS	_____
<input type="checkbox"/> Malvern	Amalgamated Couriers	03 9269 7000	COMPUS	_____
<input type="checkbox"/> North Sydney	KK Couriers	02 9531 1020	Computers Now	_____

**CUSTOMER TO COMPLETE:**

School / Uni / Tafe \_\_\_\_\_ Department \_\_\_\_\_

Address \_\_\_\_\_ Date Sent \_\_\_\_\_

Phone \_\_\_\_\_ Contact Person Name \_\_\_\_\_

Fax \_\_\_\_\_ Email \_\_\_\_\_

Equipment Details	Serial Number	Under Warranty		
_____	_____	Yes	No	Unsure
_____	_____	Yes	No	Unsure

Accessories Included:

- Power Adapter                       Original Packaging / Box                       Carry Bag  
 Power cord / printer cable                       Software (Please Give Details)                      Additional Notes Attached : Yes  No

Description of fault / or repair required: \_\_\_\_\_

Computer Username \_\_\_\_\_ Computer Password \_\_\_\_\_

**SERVICE AUTHORISATION**

A minimum \$69 inc GST (\$62.73 ex GST) quote fee applies for all out of warranty repairs. I authorise Computers Now to carry out at my cost repairs and/or maintenance to the equipment listed of this form, and any other work considered necessary for proper functionality, at the current rates for the parts & labour used. I allow Computers Now to run the Apple Service Toolkit Diagnostic as part of the service of my product.

Computers Now Pty Ltd will not be responsible for any loss or damage to the equipment, its accessories, software or data howsoever caused (in transit or otherwise). Any claim for faulty workmanship shall be limited solely to the rectification at no charge of the faulty work, no claim for loss consequential or otherwise being admissible.

The customer understands that uncollected goods provisions may apply. Minimum charges apply for all work carried out by Computers Now. Credit will only be extended to approved account holders. Proof of warranty MUST be provide to claim warranty credit. Warranty on repairs is 90 days from date of invoice unless otherwise specified.

**PLEASE INSTRUCT COMPUTERS NOW ON THE ACTIONS YOU WOULD LIKE TAKEN WITH REGARDS TO YOUR DATA:**

- The data is fully backed up or not essential, so it need not be retained  
 Please make every effort to retain data but it is not crucial  
 Data is essential – please contact me before proceeding if you are aware that there is a possibility that data may be lost.  
 Please backup or recover my data. I understand that there is a charge for this and that data recovery is not always possible.

**ON LODGEMENT**

I have read the Service Authorisation below and agree to its terms and conditions.

CUSTOMER SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

**SERVICE USE ONLY**

Job Number \_\_\_\_\_ Date Received \_\_\_\_\_ Computers Now Contact \_\_\_\_\_ Customer Pronto Code \_\_\_\_\_

Evident marks or damage upon receipt : \_\_\_\_\_




# BUSINESS SERVICE DELIVERY

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<input type="checkbox"/> Malvern	Amalgamated Couriers	03 9269 7000	COMPUS	_____
<input type="checkbox"/> North Sydney	Group Couriers	02 9637 9733	CNOW1	_____

**TO:**

**Computers Now Service Department  
64 Clarendon Street,  
South Melbourne VIC 3205**

**Phone: 03 9684 3600      Fax: 03 9682 2902**

NUMBER OF BOXES:

OF

**FROM:**

Contact Name \_\_\_\_\_

Business \_\_\_\_\_

Department \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_



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