

Apple Repair Service for Education

FREE courier service included - Sydney & Melbourne*

Does your education institution have equipment needing repair?

Send it in to your nearest Computers Now Education 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 Education Service Order in a prompt and professional manner.



1

Print & Complete

the attached 'Education 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 (preferably in a box with padding), then fill-out and attach the address label.



3

Call our courier service

and arrange collection. All the details are on the attached 'Education 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 Education : Contact us today for your education requirements



Nth Sydney Ph: 02 9951 7979
Fx: 02 9957 4325
edunsw@compnow.com.au



Sth Melbourne Ph: 03 9684 3600
Fx: 03 9682 2902

Geelong Ph: 03 5223 1550
Fx: 03 5223 2021

Visit us online : edu.compnow.com.au

eduvic@compnow.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

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
_____	_____	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 : _____



EDUCATION SERVICE DELIVERY

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	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 _____

School / Uni / Tafe _____

Department _____

Address _____

Phone _____



EDUCATION SERVICE DELIVERY

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	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 _____

School / Uni / Tafe _____

Department _____

Address _____

Phone _____