MEGACOM

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SAMSUNG PRINTERS REPAIR ORDER FORM

CUSTOMER INFORMATION		PRINTER INFORMATION	
Company Name:		**MODEL:**	
Street Address:		**SERIAL #:**	
City, State, ZIP:		**E-Mail Address:**	
Contact Name:		**Fax #:**	
Phone #:		**2nd Phone #:**	

*** From Notebooks to Networking Since 1993 – Celebrating our 24th Anniversary! ***

Symptom/Problem	

Cables:☐ Disk:☐ Warranty:☐ Purchase Date: [ ] Rep [ ] Received By: [ ] Verified By: [ ]

SERVICE RATES

MODELS	RATES	
Black & White Printers	$45.00/flat	
Black & White MFPs (Printer/Copier/Scanner/Fax)	$75.00/flat	
Color Laserjet Printers	$95.00/flat	
Color Laserjet MFPs (Printer/Copier/Scanner/Fax)	$125.00/flat	
Note: *The above repair rates are based on bench repair service. We do not provide on-site service option for Samsung models at this time.*		
Parts Total: (Add 9.5% CA Sales Tax)		
Grand Total:		

Service Rate Terms & Conditions:

MEGACOM is an authorized Samsung Printer/Multi-Function Device Repair Service Center. We are authorized to repair Samsung's Retail, SOHO, and Business Class Laser printer models that are under warranty and out-of-warranty.

For all service requests, we will check and clean your printers thoroughly and make any preventive replacement recommendations when they are appropriate.

*The service charges shown here do **NOT** include any parts cost.* If the parts are required, we will notify you in advance to get the authorization before proceeding with repair service.

We **ONLY** use the genuine parts that are provided directly by Samsung to ensure highest quality of standards. If the customer chooses not to repair after we've provided a complete diagnostic, the customer will be charged for a $35.00 diagnostic fee.

MEGACOM provides 30 days of limited warranty on all repairs (parts and labor). If the problem occurs again within 30 days and it is not caused by the part(s) that we had replaced, the customer is responsible for a full repair cost of the defective part and labor charges.

All charges are due at the completion of service. We will not be responsible for any printers that are not picked up by customer for more than 30 days after service completion date.

I/We have read above and fully understand and agree with the terms specified. I/We agree to pay total amounts due upon completion of service and fully agree to the terms specified in all invoices.

Signed: ---------- **Customer Name:** ---------- **Date:** -----/-----/-------

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