



J*M Steno

"A Complete
Court Reporters Service"

Toll-Free: 877.956.5198
Fax: 602.553.8955

3630 E Thomas Rd
Phoenix AZ 85018

Email: custserv@jmsteno.com
Web: www.jmsteno.com

Computer Service Form

Ver. 10.02.2009

| | | | |
|------------|--|--|----------------------|
| Full Name: | <input type="text"/> | Email: | <input type="text"/> |
| Phone1: | <input type="text"/> | Address: | <input type="text"/> |
| | <input type="checkbox"/> Home <input type="checkbox"/> Mobil <input type="checkbox"/> Work | | |
| Phone2: | <input type="text"/> | | |
| | <input type="checkbox"/> Home <input type="checkbox"/> Mobil <input type="checkbox"/> Work | <input type="checkbox"/> House <input type="checkbox"/> Business | |

Turnaround

Reloading Windows takes approximately 2-3 days. Most other services (not requiring ordering parts) are normally completed in 1 day. Email computers@jmsteno.com or call toll-free 877.956.5198 (602.956.5198 local) for an estimate.

Shipping

All computers ship via UPS. Shipping dates are Monday through Friday (Saturday is extra). A signature will be required. Please indicate how much you would like to insure it for. Fill out the email address field for tracking information. Please do not ship carry cases. Wrap computer in bubble wrap before placing in box. We will use the most cost effective shipping method to return your computer by the return date. Specify time if overnight.

| | | | |
|------------|----------------------|------------|----------------------|
| Return By: | <input type="text"/> | Insurance: | <input type="text"/> |
|------------|----------------------|------------|----------------------|

Service

To reload Windows, send in just the computer, charger, restore discs (and CD drive), and anything else you need installed. USB devices must be sent in for installation. Write in the notes section what you want backed up. For other services, note down the problem in the notes section.

| | |
|---|--|
| <input type="checkbox"/> Reload Windows | <input type="checkbox"/> Other Service |
|---|--|

Notes:

| | | | | | |
|---------------|---------------------------------------|-----------------------------------|----------------------------------|---------------------------------------|---------------------------------------|
| Packing List: | <input type="checkbox"/> Floppy Drive | <input type="checkbox"/> CD Drive | <input type="checkbox"/> Charger | <input type="checkbox"/> CAT Software | <input type="checkbox"/> Software Key |
|---------------|---------------------------------------|-----------------------------------|----------------------------------|---------------------------------------|---------------------------------------|

Passwords:

Terms

If an issue is discovered with your computer, you will be contacted for a resolution. Unless determined otherwise by a trained professional, JM Steno accepts no responsibility for any prior damages, either known or unknown to you. You are responsible for backing up your files. JM Steno accepts no responsibility for files/programs deleted as part of a service. Any files JM Steno backs up are simply for convenience, and are not guaranteed in any way. If you do not agree to these terms, no work will be performed.

| | | | |
|---------|----------------------|-------|----------------------|
| Accept: | <input type="text"/> | Date: | <input type="text"/> |
|---------|----------------------|-------|----------------------|