

# Technovision Interactive Service Request Form

1845 Sandstone Manor, Unit 2, Pickering, ONT, L1W 3X9

ATTN: Service Department

Phone: (905) 420-5153 Fax: (905) 420-0753

RMA# \_\_\_\_\_

Provided by calling Technovision

DATE: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

D M Y

**If you do not have a RMA#, please provide:**

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

(if not on file) \_\_\_\_\_

Contact Name \_\_\_\_\_ Phone # \_\_\_\_\_

Model: \_\_\_\_\_ Serial # \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### Description of Problem:

- |  |   |
|--|---|
| <input type="checkbox"/> Optics need to be cleaned (DVD) | <input type="checkbox"/> Player fails after _____ hours |
| <input type="checkbox"/> Player will not startup         | <input type="checkbox"/> Disc ejects (DVD)              |
| <input type="checkbox"/> Audio is distorted              | <input type="checkbox"/> Video is distorted             |

Other: \_\_\_\_\_

### Service Procedure

- Under Warranty (copy of invoice must be included)
- Call with estimate before continuing
- Go ahead if cost will be less than \$ \_\_\_\_\_
- Invoice for work - Purchase Order \_\_\_\_\_ (must have account at Technovision)

### Shipping Procedure

- Equipment will be picked up once service is completed
- Ship back same day (GTA area) – prepay and bill
- Ship back next day - prepay and bill
- Ship back by GROUND – prepay and bill
- Ship back using customer's preferred carrier and account:

Carrier: \_\_\_\_\_

Account # \_\_\_\_\_

**Please fill this form out and send it with your player(s) to:**

Technovision – Service Department  
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