



### **Packing Procedure Checklist**

- ❑ Pack the computer with at least a 2" padding around the whole unit (ie: bubble wrap and packing popcorn). Your local UPS store can assist you with packaging.
- ❑ Complete the below Repair Facilitation Form (RFF) and enclose in box with unit.
- ❑ We collect a \$75.00 check-out for all units. If you plan to pay the check out fee with a check, please enclose it with your RFF. DO NOT SEND CASH. If you would like to pay via credit card we will contact you via telephone to collect that information after we receive your package.
- ❑ Include the AC Adapter and one battery for us to test the unit(s).
- ❑ We will remove your hard drive prior to diagnosing and re-install after repair to safeguard your data.
- ❑ We do not save boxes. We return ship all laptops in our UPS approved packaging.
- ❑ You will be responsible for return shipping costs that will be insured and using UPS approved packaging.
- ❑ Ship to:CCI – Chapman Computers, Inc.  
2551 Roswell Road  
Bldg. 400, Ste. 420  
Marietta, GA 30062

CCI – Chapman Computers, Inc.  
 2551 Roswell Rd., Bldg. 400, Ste. 420, Marietta, 30062

Type of Facilitation (check one):  
 In Warranty \*\*  
 (CCI ONLY Services Sony Warranty)  
 Out of Warranty

**REPAIR FACILITATION FORM**

\* Asterisks fields indicate REQUIRED information

**\*\* In-Warranty repairs MUST be accompanied by a copy of the Proof of Purchase (POP). Failure to include the POP will result in an Out of Warranty repair process.**

PLEASE INDICATE BELOW ( X ) THE COMPONENTS BEING SENT ALONG WITH THE NOTEBOOK. PLEASE BE AS ACCURATE AS POSSIBLE, THIS WILL ASSIST US IN EXPEDITING YOUR REPAIR.

<input type="checkbox"/>	Hard Drive (Size) _____	<input type="checkbox"/>	PCMCIA Card(s) Quantity_____
<input type="checkbox"/>	Floppy Disk Drive	<input type="checkbox"/>	Additional Memory (_____MB Total)
<input type="checkbox"/>	CD or DVD Drive	<input type="checkbox"/>	AC Adapter
<input type="checkbox"/>	Battery Pack	<input type="checkbox"/>	Power Cord
<input type="checkbox"/>	Other: _____	<input type="checkbox"/>	Other: _____

**Unit Information**

* Model Name	** Date of Purchase	If applicable, Windows password
* Product Code or ATO# or Service Tag - Serial No.		Previous Work Order #

(look for a 14 or 15 digit barcode on the bottom of the unit)

* DESCRIPTION OF FAILURE / SYMPTOM(S):

**Customer Information (for tracking unit history)**

* Full Name	* Street Address	* City, State, Zip
* Telephone Number	Company Name	Email

**Loss of Data Statement:** With respect to all service provided, it is **your responsibility, prior to service, to backup the contents of your hard drive**, including any valuable data you have stored. The contents of your hard drive may be lost or erased in the course of service, and **CCI will NOT be responsible for any damage to or loss of any programs, data or other information.**

\_\_\_\_\_  
 Signature - I have read and understand the above statement

**Facilitator Information (the computer will be returned to this address)**

* Facilitator Name	* Shipping Address	* City, State, Zip
Facilitator Reference Number	* Technician Name	*Email – for WO# notification
* Telephone Number	* Fax Number	Ship Date

**FAILURE to supply this COMPLETED FORM or the POP may CAUSE DELAY IN SERVICE**

**CCI Use**

Work Order	Event Number	POP confirmed? (Y or N)	Store Notified on <date>: