



# DIAGNOSTIC & REPAIR ORDER FORM

Date / /

NAME	
ADDRESS	〒 -
TEL/ CELL PHONE	
E-mail ADDRESS	
PAYMENT PREFERENCE	<input type="checkbox"/> Daibiki(Collect) <input type="checkbox"/> Furikomi(ATM Wire Transfer) <input type="checkbox"/> Credit card <input type="checkbox"/> Will pick up
COMPUTER USER NAME	PASS WORD (IF ANY)
Under Warranty?	<input type="checkbox"/> NO <input type="checkbox"/> YES (until when? ____/____/____)
EQUIPMENT (See #3 below)	
OPERATING SYSTEM	
DATA RECOVERY	If reinstalling operating system: Do you have data you want to save? <input type="checkbox"/> YES <input type="checkbox"/> NO
DESCRIPTION OF PROBLEM (Describe incidents which might have caused problems)	_____ _____ _____ _____
OTHER	_____ _____

1. If a diagnosis is required, the fee is ¥3,150 or ¥5,250 if a more extensive diagnosis is required such as opening a notebook PC. After diagnosis, a technician from Tokyo IT Services will contact the customer by phone or e mail and discuss the problem. No work will be done until after consultation and the customer has approved the repair or services.
2. Tokyo IT Services assumes no responsibility for damage to equipment during shipping. We suggest that you use bubble wrap, wadded newspaper, cardboard, styrofoam or other type of buffer for protection. Make sure that you have padded around all sides of the equipment.
3. Please indicate all equipment you are sending. For example in addition to the computer name and model number, power adapter, wireless cards, USB peripherals, Operating System disc(s), driver CD's etc.
4. For further detail, please see our website. <http://www.tokyo-it.com>

Address for Shipment-----TOKYO IT SERVICES-----

TEL: (03)3437-2312 \* FAX: (03)3437-2313

Shinwa Building, 5th Floor  
Hamamatsu-Cho 2-6-8  
Minato-ku, Tokyo105-0013

〒105-0013 東京都港区  
浜松町 2-6-8 伸和ビル 5階  
<http://www.tokyo-it.com>