



**repair lab**  
per incident trouble ticket repair form

1357 River Road  
Eugene, OR 97404  
541.689.3245 (ph)  
541.689.4916 (fx)  
[www.ido.net](http://www.ido.net)  
[tech@ido.net](mailto:tech@ido.net)

Sp# \_\_\_\_\_  
RLP# \_\_\_\_\_

<b>Full Name</b>		<b>Item</b>			
<b>Billing Address</b>		<b>Make</b>			
<b>City, State, Zip</b>		<b>Model</b>			
<b>Contact Phone</b>		<b>Serial #</b>			
<b>Email Address</b>		<b>Log In PW</b>			
Select	Description	Rate	Pd Date	Pay Type	Total
	Reset Email or Internet Account	\$10/Flat			
	Intake	\$45/Flat			
	Labor	\$50/Flat			
	Data Back Up	\$50/Flat			
	Data Diagnosis	\$99/Flat			
	Data Recovery	\$195/Flat			
	Data Recovery from dead hard drive	\$595/Flat			
	Remote Session Fee	\$25/Flat			
	Remote Incident Fee	\$95/Flat			
	Under Labor and/or Part Manufacture Warranty	\$0/Flat			
	New Ticket Warranty Work	\$75/Flat			
	Software Integration	\$50/HR			
Parts Order		Rate	Paid Date	Amount Paid	
				<b>Total Paid</b>	
Date/Time	Date/Time	Date/Time	Date/Time	<b>Total Due</b>	
<b>Reason why item was brought in?</b>		<b>Cosmetic Damages</b>		<b>Items brought in with item</b>	

Warranty: Innovative Dimensions, LLC, DBA Innovative Designs Online (IDO) and it's storefront The Web Zone provides a Manufacture Warranty on all parts purchased and a 90 Day Labor Warranty. If customer requests additional work or services other than on notes above, a new repair order form of requested work and payment shall be due before services are rendered. Responsibilities: The Web Zone will do their best to repair the item listed above in a timely manner and provide signer with a quick turnaround time depending on the nature of the repair/intake number and in-stock parts. Some repairs take longer than anticipated. The Web Zone shall not be held responsible for any manufacture part failure(s), whether it be hardware of software related, if the item is unable to be repaired, cosmetic or break damage due to opening the item for repair, lost or stolen items, out of warranty items, signer's unwillingness to purchase part to repair item, manufacture/vendors pricing, warranties and/or shipping process. Signer is responsible to provide all power adapters, application software, such as, but not limited to Operate System CD, (Windows 98, 2000, XP, Vista, etc. Office CD's, Printer CD and etc in order to reinstall on computer that before leaving system for repair. No pirated Application CD's or floppies will be accepted, nor will The Web Zone attempt to fix a computer with a pirated version of an OS.

Cost: All payments are non-refundable. All credit/debit card payments are approved and authorized by the Owner's signature below. All parts must be prepaid before they will be ordered, with exception to parts already in stock. The Web Zone will order and install and complete work to the best of its ability. Upon completion of repair, Signer will pay the remainder labor fee of \$50 (excluding for all non data or reset repairs) + any in-stock part's costs for their repair at pick up or completion of repair. In case the item is not repaired, no additional labor cost of \$50 applies. All parts orders are non-refundable. However, if signer wishes, The Web Zone shall restock the parts in storefront for resale, The Web Zone shall retain a 30% restocking fee once item sells, The Web Zone will pay signer the remainder via company check.

Shipping/Handling Costs: All shipped items must include a return label paid by customer, or The Web Zone shall bill Customer shipping/handling cost to ship repaired/or unrepaired back to signer. The Web Zone will contact customer to pick up item or provide them a tracking number of their shipped and insured it on its way back to the signer. The Web Zone is not responsible wrong addresses provided by customer. Customer shall pay for additional shipping labels, if wrong address is provided to The Web Zone.

Surrendered Item Policy: If Signer is a walk in, on the date of call for customer to pick up above item., customer has 30 days to pick up item. At 12:00am of the 31st day after pick up call was made, customer relinquishes any claim to item described above. Item becomes property of The Web Zone to dispose of anyway The Web Zone sees fit. Customer forfeits any right to make a claim after the 30th day of item in The Web Zone repair shop.

All payments are non-refundable. NSF checks will be billed \$25.00. By signing this form, the undersigned agrees to terms above (1/03) make all checks payable to The Web Zone, Signer agrees to the above and below terms by signing below:

**Owner of Item Signature** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Make Checks and/or USPS Money Orders payable to: The Web Zone or pay by card, fill out information below, or make payment online at [www.idowebzone.com/cart.htm](http://www.idowebzone.com/cart.htm)**

**Credit/Debit Card Payment Authorization by Cardholder:** I, (print) \_\_\_\_\_ authorize The Web Zone, DBA of Innovative Dimensions, LLC to charge my credit/debit card for labor, parts and/or shipping needed to repair & return this item detailed above. I agree to the terms and charges for this repair. Complete Billing Address for Card "same as above" \_\_\_\_\_ if different; provide Card Type: \_\_\_\_\_ Card # \_\_\_\_\_

Expiration Date \_\_\_\_\_  
3 Digit Card Security Code # \_\_\_\_\_ (on front of American Express). \*\*Credit/Debit Card Statement will say "Premier Pay" on charge. \*\*