

MP3/iPod | Repair Information Form

In order to ensure your satisfaction with the repair process, please read and follow the instructions below.
Missing information may result in delays in your repair.

Customer Information

Name _____ Email _____

Return Address _____ Phone _____

City _____ State _____ Zip _____ Service Request (SR#) not required _____

Note: The SR# will expire after 90 days. If longer than 90 days you will need to contact the Service Contract Administrator to receive a new Service Request.

Product Information

Brand/Manufacturer _____ Model # _____

Serial # _____ Passcode (Repair could be delayed if not provided) _____

Brief description of problem (use back if necessary) _____

What steps will recreate the problem? _____

Is the problem constant or intermittent? _____

Important Note about Accessories

There is no need to include any accessories with your unit as they are not needed for the repair.



Ear buds and power cords cannot be repaired.
If you feel the problem is with your accessories, please contact your warranty provider.

Attention Please

Here are a few important details you should know. We (Service Provider / Service Contract Administrator) are not responsible for returning any accessories not listed on this form or for damage to, loss of, or disclosure of any picture files, video files, removable storage media or other content on products sent in for repair. So, be sure to back up any picture files, video files, removable storage media or other content before sending us your product. Please sign below so that we know that you have read and agree with this important disclaimer.

Thanks!



Did you remember to provide all requested information above?



Signature _____ Print Name _____ Date _____

MP3/iPod | Return Instructions

In order to ensure your satisfaction with the repair process, please read and follow the instructions below.
Be sure to keep a copy of this for your records.

Product Information

Be sure to record your MP3/iPod information here so that you have a copy for your records.

Serial # _____ UPS Tracking # _____

Content Information

Please be sure to back-up the content (picture files, video files, etc.) stored on your MP3/iPod before sending it for repair. Because of the nature of the repair process (which may require memory replacement or formatting), some or all of the content stored on your MP3/iPod may be damaged or erased. Please remove any media from your MP3/iPod. We are not responsible for any damage to or loss of content.

***Note regarding illegal or offensive content:** Please remove any content that would be considered offensive by the general population. Any illegal content will be turned over to the appropriate authorities.

Packaging Instructions

- 1) Please fill out the enclosed MP3/iPod Repair Information and include with your MP3/iPod when you send it in for repair.
- 2) Please do not include any accessories with your MP3/iPod.
- 3) Please package your MP3/iPod in a sturdy cardboard box. The box should be large enough to fit with at least 3-4 inches of extra space on all sides available for packing material. DO NOT ship your MP3/iPod in the retail store packaging.
- 4) Please make sure the box does not have any old shipping labels on it. This could cause your package to be delayed or lost.
- 5) Use packing material like bubble wrap, foam wrap, or foam packing peanuts. Be sure to include packing material in the bottom of the box to act as a cushion.
- 6) Set your MP3/iPod on top of the packing material in the box and then add additional packing material around the sides and top to ensure that the MP3/iPod does not move around.
- 7) Use packing or shipping tape to securely close the box.

Shipping Instructions

- 1) Place the pre-addressed return label on the box. **Note:** The link to your label in the email will expire 30 days from receipt.
- 2) Call UPS at 1-800-742-5877 for information on drop off locations.
- 3) To check on the status of your shipment use the UPS tracking number at www.UPS.com.
- 4) The Service Request # that you are assigned will expire in 90 days so be sure to send your unit in as soon as possible to avoid delays in the repair process.

Claim Status

You will be able to track the progress of your repair online at www.productassist.com/claimstatus. Additionally, you will get an automated email or phone call when we receive your MP3/iPod at our repair facility. After your MP3/iPod is repaired and shipped out, you will get another automated email or call, which will provide you a shipment tracking number.

Most MP3/iPods can be repaired and shipped back to you within 7 – 10 business days. In the event that additional time is required to complete your repair, we will contact you by either email or phone. We will repair your MP3/iPod according to the terms and conditions of your contract. If you have any questions, please call 1-877-886-4857. Our hours of operation are: Mon – Fri 7am – 7 pm (CST)