

Mail-in Mac Repair Form



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MacMedics®

PLEASE READ:

Having a computer out of your control **DOES** present a risk to your data. While data preservation and protection is a huge priority for us, there is always a chance that your unit could get lost or damaged during shipping. If you can, please back up your data **BEFORE** you send it to us. We will do all we can to preserve your data during your repair. We **DO NOT** accept any responsibility for your data while your unit is here or in transit. **Your use of this form indicates that you understand that risk.**

INSTRUCTIONS:

Please fill out this form and send it in with your sick Mac computer. You don't need to contact us in advance to obtain a RMA or service number, just securely pack and insure your item and send it to us. We'll e-mail you as soon as your item arrives at our shop. One of our Apple Certified technicians will contact you with details regarding your repair and payment options.

USER INFO:

USER NAME:

PASSWORD:

CLIENT CONTACT INFO:

NAME:

DAYTIME PHONE:

ALT. PHONE:

ADDRESS:

CITY:

STATE:

ZIP:

E-MAIL:

HARDWARE INFO:

IS THE UNIT UNDER WARRANTY?

YES/NO

HAS THE UNIT BEEN EXPOSED TO LIQUID?

YES/NO

HAS THE UNIT BEEN DROPPED?

YES/NO

DO YOU HAVE A BACKUP HARD DRIVE?

YES/NO

HAS THE UNIT BEEN PREVIOUSLY SERVICED / TAKEN APART?

YES/NO

DOES THE UNIT HAVE WINDOWS INSTALLED ON IT?

YES/NO

PROBLEM DESCRIPTION:

PLEASE CHECK THE APPROPRIATE BOX:

YES! I need data recovery/data preservation.

If you need your data backed up or recovered, we charge extra to do this as it requires extra steps. It really depends on the health of your hard drive and data. We'll get in touch to let you know what we need in order to backup/rescue your data. If you want us to back up your data before we begin any work, we can recommend an appropriate external hard drive. We can setup your initial Time Machine backup for \$39.00 with the purchase of a new external hard drive from us. If you need data recovery please see our website at:

<http://www.macmedics.com/recovery.htm>

NO! My data/Mac is backed up.

Please handle my repair as you see fit, and feel free to erase whatever is on my Mac. In most repairs we do not need to reformat your Mac, but in certain cases of hard drive problems involving hard drive errors and clicking sounds, it may be necessary to do so. If we do re-format your Mac, all you need to do is restore from your Time Machine backup when the unit is returned to you. Please note that you will **NEED** to check your backup before sending your computer to us for repair to make sure that your backup is complete.

SHIPPING INSTRUCTIONS:

Make sure items are packed in at least 3 inches of packing material around all sides. Please don't use packing peanuts, as they can damage electronic devices.

Make sure you use a good sturdy box that is free of other shipping labels or barcodes.

To request a prepaid UPS shipping label that can just be billed into your repair, please email us: mdservice@macmedics.com

Contact us: mdservice@macmedics.com / 410-987-8588