



MacMedics®

# Mail-in Repair Form

## MacMedics

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Millersville, MD 21108

▲Clip out label and attach to box ▲

### PLEASE READ:

Having a computer, iPod, or iPhone 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 Apple product. 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. When your repair is complete we'll email you an on-line invoice for payment.

Name: \_\_\_\_\_

Address 1: \_\_\_\_\_

Address 2: \_\_\_\_\_

City : \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone#: \_\_\_\_\_ Ext: \_\_\_\_\_

Email: \_\_\_\_\_

Unit Type: \_\_\_\_\_ OS version: \_\_\_\_\_

Problem description: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

User Name: \_\_\_\_\_

Password: \_\_\_\_\_ Unlock Code: \_\_\_\_\_

### Top 10 Mail-in Repairs:

\$10 Fedex Express return shipping available

- iPod Video/Classic cracked LCD - \$59
- iPod Video/Classic Headphone jack - \$49
- Cracked iPhone 3G Screen - \$89
- Cracked iPhone 3G S Screen - \$99
- iPod touch Glass/Digitizer - \$110
- Cracked MacBook LCD - \$349
- iPod will not power on/Charge
- iPod Nano 4th Gen. Glass - \$69
- MacBook/Pro won't charge
- Laptop Hard Drive Upgrade

### 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 to do in order to backup/rescue your data. If you want us to back up your data before we begin any work, we can provide a 250 GB USB hard drive with a clone of your data for \$129.00. Our prices for iPod data rescue or recovery range from \$30 to \$99. If you need true data recovery on your Mac, please see our website at:  
<http://www.macmedics.com/recovery.htm>

NO! My iPod Data/Mac is backed up.

Please handle my repair as you see fit, and feel free to erase whatever is on my iPod or Mac. In most repairs we do not need to reformat your iPod (or Mac), but in certain cases of hard drive problems involving hard drive errors, clicking sounds, or iPod logic board replacement, it may be necessary to do so. If we do re-format your iPod, all you need to do is erase and re-sync it with your iTunes library when the unit is returned to you. **If your iPod is under warranty, and we open it (or anyone else other than Apple) then the warranty is void. Please check your warranty status before you send it to us. We only do out of warranty iPod Service!**

### 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 Fedex shipping label that can just be billed into your repair, please email us:  
[mdservice@macmedics.com](mailto:mdservice@macmedics.com)

Contact us: **Mac Service:** [mdservice@macmedics.com](mailto:mdservice@macmedics.com) **iPod/iPhone Service:** [ipodservice@macmedics.com](mailto:ipodservice@macmedics.com)