

CUSTOMER REPAIR REQUEST

B&W Group

E-MAIL: TECHSUPPORT@BWGROUPUSA.COM

FAX #: (800) 681-0673

DATE: _____

PHONE #: (800) 370-3741

YOUR NAME: _____ EXT: _____ FAX#: _____

EMAIL: _____ PHONE#: _____

YOUR RETURN ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

DEALERS NAME: _____ CITY: _____ STATE: _____

MODEL #: _____ COLOR: _____

SERIAL #: _____ DATE of PURCHASE: _____ / _____ / _____
mm dd yy

DETAILED DESCRIPTION OF PROBLEM: _____

All Fields Are Required. Order *WILL NOT* be processed if incomplete.

WARRANTY?

YES : The Sales Receipt or Proof of Purchase must be included with the Request.

NO : Credit Card#: _____ / _____ / _____ / _____ Exp Date: _____ / _____

A Credit Card Number will be required for all non-warranty repairs.

A SALES RECEIPT OR PROOF OF PURCHASE WITH YOUR DEALERS NAME AND DATE OF PURCHASE WILL BE REQUIRED FOR ALL WARRANTY SERVICE REQUESTS.

Please be advised that if No Problem is found, there will be a \$75.00 labor charge plus Return Shipping.

In order to provide the fastest service possible, we require a pre-approved estimate of \$150.00 with the appropriate method of payment. We accept Visa, MasterCard and American Express.

If the Repair Cost is \$150.00 or less, the unit will be repaired, your account will be charged and you will be notified that your unit is being returned. If the Repair Cost exceeds \$150.00 you will be sent an estimate for your approval.

If declined, there will be a \$75.00 labor charge plus Return Shipping to have the unit returned unrepaired or we can dispose of the unit for you at no charge.

YOU MUST USE THE SHIPPING LABEL PROVIDED WITH THE RI, RA CONFIRMATION.

UNITS W/O THE SHIPPING LABEL WILL BE REFUSED.