

# PRINTER REPAIR FORM

Company   
 Address   
 Email

Purchase Order #   
 Phone #   
 Contact Name   
 Date

Return Via  
 1 day  
 2 day  
 ground

The below information may be obtained from the printer's serial number tag

Printer Model	<input style="width: 100%; height: 20px;" type="text"/>	DPI	<input style="width: 100%; height: 20px;" type="text"/>
Firmware or Software	<input style="width: 100%; height: 20px;" type="text"/>	Width #1	<input style="width: 100%; height: 20px;" type="text"/>
Serial Number	<input style="width: 100%; height: 20px;" type="text"/>	Width #2	<input style="width: 100%; height: 20px;" type="text"/>

Check off the appropriate boxes

LCD Display    
 Cutter    
 Ethernet Interface    
 Vertical

The standard printer repair time is approximately seventeen business days. We offer accelerated repair service (five business days) for a \$60 rush charge. Please check the adjacent box if you would like to purchase the accelerated repair service.  Rush

All printers are to be returned with the originally supplied BOCA box and shipping materials to prevent shipping damage. Customers returning printers without a full set of shipping materials will be invoiced an additional \$25.00 to cover the costs of new packaging materials.

Printers are to be returned with all internal parts present plus the cover. External parts such as hoppers, power cords, top plates and interface cables should NOT be returned. Please include a small stack of tickets to assist in identifying the problem.

**Please check off the appropriate boxes if any of these special conditions apply:**

AC Cord <input type="checkbox"/>	BOCA box <input type="checkbox"/>	warranty repair <input type="checkbox"/>
top plate <input type="checkbox"/>	data cable <input type="checkbox"/>	service plan <input type="checkbox"/>
hopper <input type="checkbox"/>	missing cover <input type="checkbox"/>	BOCA tickets <input type="checkbox"/>

**Description of the Observed Problem**

All repairs will be billed according to the following flat rate schedule. These prices assume the presence of all parts. All missing parts will be invoiced individually. The print head is excluded from the flat rate pricing and will be billed as a separate item in addition to the repair cost. (Printers under warranty or on maintenance plans are excluded from the price schedule.)

Lemur-C, R, X or Z	160*
Lemur, Lemur-K, Lemur-S(plastic)	200*
Lemur-2, Lemur-2K or Lemur-2P	300*
Lemur-M or Lemur-MK	360*

Lemur-S metal cabinet	360*
serial # 289401 & lower	
<b>Micro (sub &amp; plus)</b>	400
Dual Micro	500

Mini (sub & plus)	600
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Mag	660
MagMini ----	1060

\* \$100 premium per cutter

NOTE: Lemur series printers are considered "new" model printers. Metal cabinet Lemur-S printer have a different base fee as compared to plastic cabinet. All other printers are considered to be "old" models. Payment by credit card (Visa, Master Card, AMEX) is preferred. Payment on open account is acceptable with customers maintaining active, current account status.