

# Apple Repair Service for Education

**FREE courier service included - Sydney & Melbourne\***

## Does your education institution have equipment needing repair?

Send it in to your nearest Computers Now Education Service centre using our nominated courier service, and we will courier your equipment **FREE** of charge both ways.



Simply follow the instructions below, and by booking our courier service yourself, you can organise the equipment to be ready in plenty of time and at your convenience.

Once received, our Service staff will respond to your Education Service Order in a prompt and professional manner.

**1**

### Print & Complete

the attached 'Education Service Order' and include it with the equipment. This is very important as we need to know what it is, what is wrong, who sent it, and where it has come from.



**2**

### Package & Address

your equipment to prevent damage during transit (must be in a box with adequate padding), then fill-out and attach the address label.



**3**

### Call our courier service

and arrange collection. All the details are on the attached 'Education Service Order'. The courier company will advise an ETA which is normally within 4 business hours.



**4**

### Relax

and let Computers Now take the hard work out of your technology equipment repairs. Our Service staff will contact you directly regarding your service order.

## Computers Now Education : Contact us today for your education requirements



**NSW**

Crows Nest Ph: 02 9951 7979  
Fx: 02 9957 4325  
edunsw@compnow.com.au



**VIC**

Sth Melbourne Ph: 03 9684 3600  
Fx: 03 9682 2902

Geelong Ph: 03 5223 1550  
Fx: 03 5223 2021

Visit us online : [edu.compnow.com.au](http://edu.compnow.com.au)

[eduvic@compnow.com.au](mailto:eduvic@compnow.com.au)

\* Free courier service is only available within Sydney & Melbourne Metro areas.

All offers and prices subject to change without notice. Images for illustrative purposes only. Conditions may apply. E&OE

| Computers Now Location                   | Call Courier Service | Phone        | Account Code | Courier Booking Reference |
|--|----------------------|--------------|--------------|---------------------------|
| <input type="checkbox"/> South Melbourne | Amalgamated Couriers | 03 9269 7000 | COMPSS       | _____                     |
| <input type="checkbox"/> Malvern         | Amalgamated Couriers | 03 9269 7000 | COMPUS       | _____                     |
| <input type="checkbox"/> North Sydney    | Group Couriers       | 02 9637 9733 | CNOW1        | _____                     |

**CUSTOMER TO COMPLETE:**

School / Uni / Tafe \_\_\_\_\_ Department \_\_\_\_\_

Address \_\_\_\_\_ Date Sent \_\_\_\_\_

Phone \_\_\_\_\_ Contact Person Name \_\_\_\_\_

Fax \_\_\_\_\_ Email \_\_\_\_\_

| Equipment Details | Serial Number | Under Warranty |       |        |
|-------------------|---------------|----------------|-------|--------|
|                   |               | Yes            | No    | Unsure |
| _____             | _____         | _____          | _____ | _____  |
| _____             | _____         | _____          | _____ | _____  |

Accessories Included:

- Power Adapter                       Original Packaging / Box                       Carry Bag  
 Power cord / printer cable                       Software (Please Give Details)                      Additional Notes Attached : Yes  No

Description of fault / or repair required: \_\_\_\_\_

Computer Username \_\_\_\_\_ Computer Password \_\_\_\_\_

**SERVICE AUTHORISATION**

A minimum \$69 inc GST (\$62.73 ex GST) quote fee applies for all out of warranty repairs. I authorise Computers Now to carry out at my cost repairs and/or maintenance to the equipment listed of this form, and any other work considered necessary for proper functionality, at the current rates for the parts & labour used.

Computers Now Pty Ltd will not be responsible for any loss or damage to the equipment, its accessories, software or data howsoever caused. Any claim for faulty workmanship shall be limited solely to the rectification at no charge of the faulty work, no claim for loss consequential or otherwise being admissible.

The customer understands that uncollected goods provisions may apply. Minimum charges apply for all work carried out by Computers Now. Credit will only be extended to approved account holders. Proof of warranty MUST be provide to claim warranty credit. Warranty on repairs is 90 days from date of invoice unless otherwise specified.

**PLEASE INSTRUCT COMPUTERS NOW ON THE ACTIONS YOU WOULD LIKE TAKEN WITH REGARDS TO YOUR DATA:**

- The data is fully backed up or not essential, so it need not be retained  
 Please make every effort to retain data but it is not crucial  
 Data is essential – please contact me before proceeding if you are aware that there is a possibility that data may be lost.  
 Please backup or recover my data. I understand that there is a charge for this and that data recovery is not always possible.

**ON LODGEMENT**

I have read the Service Authorisation below and agree to its terms and conditions.

CUSTOMER SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

**SERVICE USE ONLY**

Job Number \_\_\_\_\_ Date Received \_\_\_\_\_ Computers Now Contact \_\_\_\_\_ Customer Pronto Code \_\_\_\_\_

Evident marks or damage upon receipt : \_\_\_\_\_

|  |       |
|--|-------|
|  | _____ |
|  | _____ |
|  | _____ |



# EDUCATION SERVICE DELIVERY

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| <input type="checkbox"/> Crows Nest      | Group Couriers       | 02 9637 9733 | CNOW1        | _____                     |

**TO:**

**Computers Now Service Department  
1420 High Street  
Malvern VIC 3146**

**Phone: 03 9824 8544      Fax: 03 9824 8598**

NUMBER OF BOXES:

OF

**FROM:**

Contact Name \_\_\_\_\_

School / Uni / Tafe \_\_\_\_\_

Department \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_



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