



MEGACOM
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HP PRINTERS REPAIR ORDER FORM

CUSTOMER INFORMATION		PRINTER INFORMATION	
Company Name:		MODEL:	
Street Address:		SERIAL #:	
City, State, ZIP:		E-Mail Address:	
Contact Name:		Fax #:	
Phone #:		2nd Phone #:	
** From Notebooks to Networking Since 1993 – Celebrating our 18th Anniversary! **			
Symptom/Problem			

Cables: ☐ Disk: ☐ Warranty: ☐ Purchase Date: [] Rep: [] Received By: [] Verified By: []

SERVICE RATES	MODEL	BENCH	ON-SITE	Repair Service Terms & Conditions: MEGACOM is an Authorized HP Value Added Reseller. All HP repair service requests are scheduled and handled on a First-Comes-First-Served basis with priority service scheduled for our maintenance service contract clients. For all service requests, we will check and clean your printers thoroughly and make any preventative replacement recommendations when they are appropriate. <i>The service charges shown here do NOT include any parts cost.</i> If replacement parts are required, we will obtain the authorization before proceeding with repair service. We ONLY use genuine parts that are directly provided by HP (<i>unless part is no longer provided by HP</i>) to ensure higher quality of standards. A diagnostic fee of \$50.00 for in-house or \$95.00 for on-site service will be charged <u>if the customer has chosen not to repair</u> after we've performed a diagnostic. For on-site service, additional charges may incur depending on the distance, parking arrangement, and etc. The customer will be billed separately for a parking fee if parking validation is not provided. All charges are due at the completion of service. We will not be responsible for any printers that are not picked up by the customer for more than 30 days after the service completion date. We will provide 60 days post-repair warranty for all repairs (parts and labor) if the same replacement part has failed within that period.
	LJ IIP, IIP+, IIP, IIP+, II, IID, III, IIID, 4, 4+, 4M, 4M+, 4V, 4MV, 4L, 4ML, 5, 5L, 6L, 4P, 5P, 5MP, 6P, 6MP	\$50.00/flat	\$125.00/flat	
	LJ 3si / 4si / 5si Series	\$95.00/flat	\$150.00/flat	
	LJ 10xx, 11xx, 12xx, 13xx, 2xxx, P1xxx, P2xxx, P3xxx & M12xx, M15xx MFP Series	\$50.00/flat	\$125.00/flat	
	LJ 3xxx, M27xx, M30xx MFP Series	\$75.00/flat	\$150.00/flat	
	LJ 40xx, 4100, 42xx, 43xx, 5x00, P4xxx Series	\$75.00/flat	\$125.00/flat	
	LJ 8000 and 81xx Series	N/A	\$150.00/flat	
	LJ 4345, M4345, M4555, M5035 MFP	\$125.00/flat	\$250.00/flat	
	LJ 9000/9040/9050 Series	N/A	\$250.00/flat	
	Color Laserjet 1xxx, 2xxx, 3xxx, 4xxx Series, CP1xxx, CP2xxx, CP3xxx, CP4xxx Series and CM1xxx, CM2xxx, CM3xxx MFP Series	\$95.00/flat	\$250.00/flat	
	Color Laserjet 55xx, 85xx, 9500 Series	N/A	\$250.00/flat	
	Color Laserjet CM4730, CM6040, CM9500 MFP Series	N/A	\$150.00/hour (3 Hr Max)	
	All Other Models	\$125.00	N/A	
	Parts Total: (Add 9.75% CA Sales Tax)			
	Grand Total:			

I/We have read above, fully understand and agree with the terms specified. I/We agree to pay total amounts due upon completion of service and fully agree to the terms specified in all invoices.

Customer Name _____ Signed: _____ Date: ____/____/____