

Name _____ Main Ph# () _____ - _____ Alt Ph# () _____ - _____
 Address _____
 City _____ Prov _____ Postal Code _____ - _____
 Model _____ Serial No. _____ (15 digits)
 (M/N located by LCD screen - Ex. VPC- or VGN-) (S/N is located on the bottom of the bar code label "xxxxxxx yyyyyy")

Warranty repair: Manufactures Warranty is 1 year from date of purchase. **(Must include proof of purchase, or charges apply).**
 Extended Warranty repair: Provider of extended service plan: _____ **(Must include proof of purchase, or charges apply).**
 Non-Warranty repair Customer agrees to pay \$50 diagnostic fee for any declined estimates.

Problem Description (Please be as detailed as possible, use the back of form if needed)

Accessories Included (Please ship only accessories that are problem specific to the repair)

If your operating system or BIOS are password protected, please remove the password(s) or write the password below.
No service can be performed otherwise.

Passwords required for access: (case sensitive) User Password : _____ BIOS: _____

Please make yourself a backup copy of your important data. Westpeak and Sony are not responsible for any data stored on hard disk drives or in memory. It is the customer's responsibility to always keep a current copy of any important information. During repair, data may be lost, erased, or corrupted.

Please circle (Yes or No) for **each** of the following issues:

I have a copy of my important data (pictures, docs, e-mail, music etc.): Yes / No

If possible, I would like you to copy my data for me, charges will apply*: Yes / No

I authorize a full factory recovery during the course of repair:

I understand **ALL OF MY DATA WILL BE ERASED** Yes / No

*Westpeak Electronic Services can attempt a data backup of your hard drive, starting at \$65^{ea} per dvd (4GB / dvd max)

Data cannot be guaranteed. Please specify folders/files on reverse side, otherwise, only the users documents and settings folder will be copied.

Not all hard drives can be backed-up due to internal physical problems. Data backup **does not** include software programs.

Westpeak Service Policy

Items **left over 60 days** after the customer has been notified to pick up **may be disposed** of without further notice.

Warranty Repair Terms

If the service required is **not within terms of warranty** coverage, this service will be subject to the **minimum diagnostic charge of \$50.** Non-warrantable causes could be expiration of warranty, proof of purchase discrepancies, foreign matter causing a hardware malfunction (including liquids), impact damage, malicious data (virus', worms etc.), or any other non-standard operating procedures causing fault. **Westpeak will provide an estimate** for items not covered under warranty.

User Data

Westpeak Electronic Services Ltd. is not responsible for lost or corrupted data, i.e. songs, movies, photos, software etc.

Westpeak Electronic Services Ltd. is not responsible for any damages to software or media that are incurred before, during or after servicing.

The customer is responsible to make a backup copy any software or remove software media before repair. Recovery software may need to be used in order to repair your product, which may erase all recorded or stored data, as well as non-factory operating systems.

Non-Warranty Pre-Authorization

An estimate will be provided of repair costs. A diagnostic fee of \$50 plus shipping will be charged for any declined estimates.

----- **No repair service can begin until all information is completed. Please read carefully and sign below.** -----

I have read and agree to all of the above X _____ Date: _____ MM/DD/YY
 Customer Signature 0211A