

iResQ Mac Mini and AppleTV Work Order

Thank you for choosing **iResQ**! Please fill out this work order and put any other comments on the back of this sheet.
When your box arrives, follow the steps below!

1. Place your machine, power supply, and work order in the PowerBox.
2. Seal your PowerBox with the provided tape.
3. Remove the top layer of the return label and affix it to the box, making sure your six-digit order number is visible.
4. Call FedEx at **1-800-463-3339** to schedule a pickup.
5. After the pickup, the courier will return the PowerBox to our technicians, who will examine your machine.

Name: _____

Best Daytime Phone Number: _____

Backup Daytime Phone Number: _____

Email: _____

Please contact me via: Email or Phone

If you want us to ship back your computer to a different address, please fill it in here:

Street Address: _____

City: _____ State: _____ Zip: _____

Computer Model: _____

Mac OS Version: (ie 10.3, 10.4, etc): _____

IMPORTANT: Please provide an administrator username and password to install necessary drivers and to ensure thorough testing. Failure to provide this information will result in a delay of your repair or diagnosis.

Username: _____

Password: _____

Please indicate the problem(s) you are having with your Mac Mini or AppleTV:

Startup Issues:

- Damaged power plug.
- Does not power on.
- Emits high pitched beeps.
- Hangs after chime.
- Hangs at gray screen.
- Hangs at Apple logo.

Other Issues:

- Crashes or freezes often.
- Seems slower than normal.
- CD/DVD drive doesn't work.
- Modem does not work.

I am interested in these upgrades! Please contact me with a quote!

- Hard Drive
- Dual Layer Super Drive
- Memory

Other : _____

FOR FASTER SERVICE: If the repair costs \$ _____ or less, proceed without contacting me! (We advise at least \$199)

iResQ respects the privacy of your personal data. However, circumstances exist in which the repair technician may need to view the contents of your files. For example, a technician may be required to look at the contents of damaged files in the process of recovering data. Any suspicion of illegal materials or activity may be reported to the authorities.

Signature: _____ Date: _____

If you have any questions, please visit our web site (www.iresq.com) or call us at **1-888-447-3728**.

iResQ