

iResQ Portable 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 computer and work order in the PowerBox, removing the appropriate foam strips so your computer fits securely.
2. Seal your PowerBox with the provided tape.
3. Remove the top layer of the return label and apply to the box, making sure your six-digit order number is visible.
4. Call UPS at 1-800-PICK-UPS to schedule a pickup or drop the box off at your nearest UPS Store.
5. A UPS courier will return the PowerBox to our technicians, who will examine your computer.

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 Apple Portable:

Startup Issues (please choose only one):

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

Display Issues:

- Screen is cracked.
- Screen is dim.
- Screen is blank.
- There are other video issues. (Please describe on back.)

Other Issues:

- Damaged power plug.
- Crashes or freezes often.
- Seems slower than normal.
- CD/DVD drive doesn't work.
- Broken or loose hinges.
- Broken latch.
- Bent casing. (Please describe on back.)

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

- Hard Drive
- Dual Layer Super Drive
- Memory
- Extended Life Battery

FOR FASTER SERVICE: If the repair costs \$ _____ or less, proceed without contacting me! (We advise at least \$250)

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