

FACTORY SERVICE REQUEST FORM

Please fill out one form for each product you are sending and remember to attach all necessary documents

Customer Contact Information:		
Company Name:		Service Account Number:
Name:	Telephone Number/s:	
Email Address:		
Street Address:		
City	State	Zip Code:

Please tell us the problem you are having.		
Model #:	Serial #:	Date of Purchase:

Please describe the problem you are having below. If you need more space please include the reverse side of this form.

Please package your unit carefully and only include accessories that pertain to the service complaint.
Include a copy of your sales receipt (in-warranty units only). If you are Tax Exempt please provide a copy of certificate.
If you have an Extended Warranty, please first contact the Extended Warranty company to confirm their policies for repair.
For out-of-warranty units and units that have partial warranty, once the unit has been received at the factory service location you will be contacted to inform of receipt, and secure the evaluation fee for repair. This evaluation fee would be due if the repair estimate is refused and the product is returned to you unrepaired.
Preferred method to secure repair would be a MC or Visa. This would be needed to start the repair process.
After the evaluation process, if you wish not to proceed, there will be a \$50 evaluation fee and a return shipping charge for all out of warranty repairs.

YOU CAN CHECK ON THE STATUS OF YOUR REPAIR BY VISITING www.jvcservice.com AND CLICKING THE WARRANTY AND REPAIR LINK. FOR OTHER REPAIR INQUIRIES PLEASE CALL (800)-252-5722.

