



Service Request Form

Apple Specialist

COMPANY		CONTACT	
ADDRESS	CITY	STATE	ZIP
PHONE NUMBER		EMAIL	
COMPUTER MODEL / OS version? / iLife version?		SERIAL NUMBER	
HD SIZE	RAM	ACCOUNT / PASSWORD	
DO YOU NEED DATA TRANSFERRED? <input type="checkbox"/> YES (\$150 fee applicable; external hard drive required)		DO YOU NEED DATA RECOVERED? <input type="checkbox"/> YES (\$500 fee applicable; external hard drive required)	
<input type="checkbox"/> NO (Please read "IMPORTANT INFORMATION" below)			

ISSUE/SERVICE REQUESTED

<p><i>Please answer the following questions:</i></p> <p>Does the computer power on? Y/N ____</p> <p>Does the computer chime when powered on? Y/N ____</p> <p>Is there any video displayed? Y/N ____</p> <p>Does the computer boot to a desktop/account? Y/N ____</p> <p>Are there any unusual icons/messages displayed? Y/N ____</p> <p>Are there any unusual sounds? Y/N ____</p> <p>Has the computer been damaged? Y/N ____</p>	<p><i>Please provide more information about the issue:</i></p>
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IMPORTANT INFORMATION: Mike's Tech Shop is not responsible for any loss of data. Mike's Tech Shop strongly recommends that you back up all important data before having the unit serviced. If the unit is being submitted for data recovery, Mike's Tech Shop requires a hard drive that is equal to or greater than the capacity of the hard drive data is being recovered from. *There is no fee for unsuccessful data transfer/recovery attempts.* If the unit is being repaired with Apple Service parts, the defective part(s) will be returned to Apple, especially hard drives. Therefore, any data recovery attempted by Mike's Tech Shop or an Apple-authorized vendor must be completed before Mike's Tech Shop can proceed with any repair.

SIGNATURE	DATE
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