

CUSTOMERS ZEPPELIN REPAIR REQUEST FORM

B&W Group

E-MAIL: TECHSUPPORT@BWGROUPUSA.COM

FAX #: (800) 681-0673

DATE: _____

PHONE #: (800) 370-3741

YOUR NAME: _____ PHONE: _____

EMAIL: _____ FAX#: _____

YOUR PREFERRED UPS RETURN SHIPPING ADDRESS (Please Do Not use P.O. Box Numbers):

CITY: _____ STATE: _____ ZIP: _____

MODEL #:

ZEPPELIN AIR:

ZEPPELIN:

ZEPPELIN MINI:

Apple Products Being Used (iPod, iPhone, 2G, 5G): _____

SERIAL NUMBER:

Purchase Date: _____ / _____ / _____

mm dd yy

POWER LED STATUS: (i.e. Flashing Red, Steady Red) _____

DETAILED DESCRIPTION OF PROBLEM: _____

All Fields Are Required. Order *WILL NOT* be processed if incomplete.

WARRANTY?

YES : **The Sales Receipt or Proof of Purchase must be included with the Repair Request.**

NO : Credit Card#: _____ / _____ / _____ Exp Date: _____ / _____

A Credit Card Number will be required for all non-warranty repairs.

A SALES RECEIPT OR PROOF OF PURCHASE WITH YOUR DEALERS NAME AND DATE OF PURCHASE WILL BE REQUIRED FOR ALL WARRANTY SERVICE REQUESTS.

Please be advised that if No Problem is found, there will be a \$75.00 labor charge plus Return Shipping.

In order to provide the fastest service possible, we require a pre-approved estimate of \$150.00 with the appropriate method of payment. We accept Visa, MasterCard and American Express.

If the Repair Cost is \$150.00 or less, the unit will be repaired, your account will be charged and you will be notified that your unit is being returned. If the Repair Cost exceeds \$150.00 you will be sent an estimate for your approval.

If declined, there will be a \$75.00 labor charge plus Return Shipping to have the unit returned unrepared or we can dispose of the unit for you at no charge.

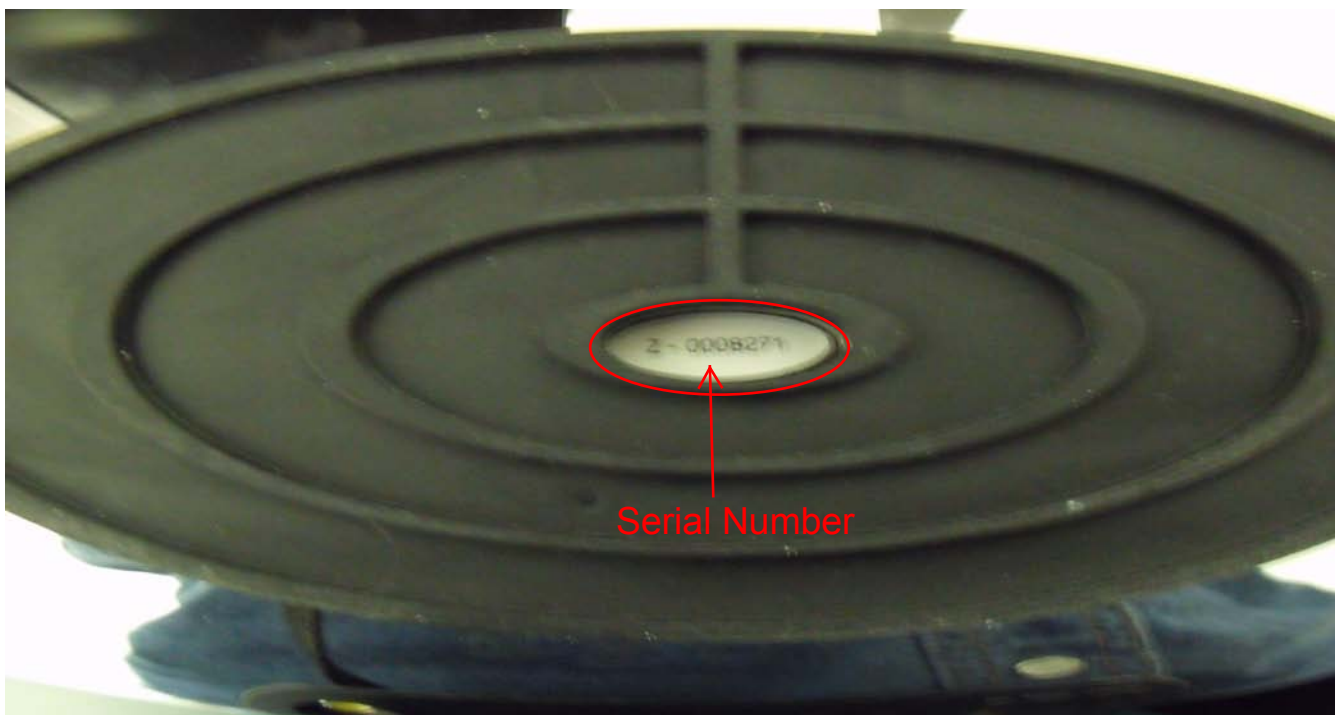
YOU MUST USE THE SHIPPING LABEL PROVIDED WITH THE RI, RA CONFIRMATION.

UNITS W/O THE SHIPPING LABEL WILL BE REFUSED.

Zeppelin Air Serial Number



Zeppelin Serial Number



Zeppelin Mini Serial Number

