



7328 S Revere Parkway Suite 208
Centennial, CO 80112
Toll Free (800) 381-1083
Local (720) 488-9800
Fax (720) 488-9885

TrinWare System Repair Form

RA#

To be completed by TrinWare

RMA numbers valid for 15 days.

Please E-mail your completed System Repair form to:
SUPPORT@TRINWARE.COM

Ship-To Instructions

You may ship your RMA items to TrinWare or bring them to our WILL-CALL counter.

Will Call Address	Shipping Address
7328 S Revere Parkway Suite 208 Centennial, CO 80112	Attn: RMA # _____ 7328 S Revere Parkway Suite 208 Centennial, CO 80112

* All items marked with an asterisk are required.

Contact Information

* Company Name

* Date

* Contact Name

Customer #

* Contact Email

* Phone #



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IN ORDER TO FACILITATE REPAIRS system specific items such as drivers, software, manuals, notebook batteries, AC adapters and any other system hardware accessories are required. Failure to provide required items will cause a delay in the repair.

*** All items marked with an asterisk are required.**

SYSTEM INFORMATION

* Invoice / Serial Number

Manufacturer Serial Number

If applicable

* User Name (Be specific, case sensitive)

If applicable

* Password (Be specific, case sensitive)

If applicable

* Items Included

Please include any additional items such as extra batteries , AC adapters, software etc.



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Problem Description:

*** Please be as specific as possible. Keep in mind this is the only information our technicians have to diagnose and resolve your computer issues:(Limit 450 characters)

Has ALL the data and information on this system been backed up to an external source other than this computer and/or its hard drive?

Yes No

Can TrinWare FORMAT the hard drive, removing all data, and re-install the operating system if diagnosis deems appropriate?

Yes No

TrinWare Liability Statement

TrinWare will NOT be responsible for any data, software, licenses or other information that is contained within the hard drives of any and all systems being repaired.

I (your name here), understand and release TrinWare of any

and all liability and/or responsibility for data, software, licenses or other information which may be lost in the repair of computers, servers, notebooks or systems. Additionally, repairs OUTSIDE OF WARRANTY will be charged \$95 per hour with a 1 hour minimum. We will contact you for charges for more than the first hour.

Signature here: _____

Current Date



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TECHNICIAN NOTES:

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Technician Name (Print or Type)

Diagnosis

Resolution

Additional Notes