



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 #



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

**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.



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

## 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 \$85 per hour with a 1 hour minimum.

Signature here: \_\_\_\_\_

Current Date



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

**TECHNICIAN NOTES:**

**RA#**

To be completed by TrinWare

Technician Name (Print or Type)

**Diagnosis**

**Resolution**

**Additional Notes**