

Repair Authorization Form

Fax to: +512.837.5290

Please PRINT in blue/black ink only

HES Use

R#: _____

HIGH END SYSTEMS



Bill To:	Name		Company	
	Address		Purchase Order#	
	City	State/Prov.	Postal Code	Country
	Phone	Fax	Email	
Ship To: if different	Name		Company	
	Address (No PO Boxes Please)			
	City	State/Prov.	Postal Code	
	Phone	Fax	Email	

FOR EXPEDITED SERVICE: \$75.00 each item (**please circle**). Your item will be evaluated within 72 hrs after receipt.

Items to be repaired:

Qty	Item/Problem/Symptom	Serial Number(s)

Payment Information:

To avoid repair delays, please mark RMA# clearly on the outside of each box/case and ship to High End Systems, Inc., 2105 Gracy Farms Ln., Austin TX 78758.

Terms and Conditions:

- **HES labor rate is \$95 per hour plus parts.** Pre-payment is required for all repairs. Repaired fixtures/boards that are with HES longer than 30 days due to non-payment will become property of HES.
- **By signing above, you agree to:** give HES permission to charge your credit card noted on this form for repairs to your board/fixture/controller as noted, **and necessary packing materials for items returned to you.** You will be notified if any repair is higher than \$190.00 for boards and over \$300.00 for fixtures & controllers. If no problems are found with your fixture or board, or you choose not to proceed with the repair, your credit card will be charged a \$50.00 Evaluation Fee.
- **If your board is not repairable, please indicate which action you wish to be taken by HES:**
 - ___ Return your board to the shipping address above. Your credit card will be charged \$50.00, plus S&H fees.
 - ___ Dispose of your board. Your credit card will be charged \$50.00.