



PLEASE SEND ALL PAGES OF THIS FORM WITH THE BROKEN IPOD

<h2>Ipod Repair Form</h2>	Type of iPod: _____
<h3>BILLING INFORMATION</h3>	Size of iPod Storage: _____
Name: _____	Access Code (if one exists): _____
Address: _____	<h3>SHIPPING INFORMATION</h3>
_____	Return Shipping (circle one):
City: _____ Zip Code: _____	<input type="checkbox"/> FREE Media Mail Shipping (2-9 days)
State: _____ E-mail: _____	<input type="checkbox"/> Priority Shipping (2-3 Days) - \$5.00
Home Phone: _____	<input type="checkbox"/> Next Day Shipping - \$15.00
Cell Phone: _____	If Return Address is different from billing address please fill in the section below. If not, leave blank.
Preferred Payment Method (circle one):	Name: _____
<input type="checkbox"/> Credit Card/e-Check (Via PayPal)	Address: _____
<input type="checkbox"/> Credit Card (Via Phone)	_____
<input type="checkbox"/> Check/Money Order	City: _____ Zip Code: _____
We do not accept cash via mail services.	State: _____ E-mail: _____
Payment for full services will not be required until service is finished and no iPods will be returned until payment is received. Checks are subject to a 5 day clear time. Returned Checks will result in a \$20 return fee.	Would you like Text Updates on Your iPod? (Circle One)
	<input type="checkbox"/> Yes
	<input type="checkbox"/> No

TERMS OF SERVICE:

Epic Custom PC (WE) is providing a service to the consumer (YOU) in which the following terms apply to.

We reserve the right to withhold any property of the consumer that is being repaired until full payment is

received for the services performed. Any verbal or e-mail consent to perform the services stated by Epic Custom PC constitutes an agreement for both sides and an agreement for the consumer to pay any fees mentioned to Epic Custom PC. Epic Custom PC will never access any files on your device that are not related to the repair of your device, this is considered an invasion of privacy and action will be taken upon employees that are found to be violating the privacy of our consumers.

Payment Information: Epic Custom PC withholds that right to deny a certain payment option in any situation we see fit. The company can withhold a product up to 3 days after payment is received to verify that it has passed. All checks or money orders should be made out to the name Eric Miner. Checks are subject to a 5 day clearing period in which no action will be taken upon the product at time of service.

User Protection: Epic Custom PC can not withhold information from authorities regarding potentially stolen devices. We record all of our device serial numbers on file and will report the device owner in case of a stolen property investigation. By signing these terms you agree this property is yours legally and if found otherwise will be held responsible for the theft of said property. Only Epic Custom PC officials and the proper authorities will be able to access your personal information. Under no other circumstances will Epic Custom PC release any information upon sales, personal information, and device information.

Warranty Information: The 90 day warranty period on repairs is covered from the time the device reaches its final destination until the 90 day period is over. Warranty is covered only on labor rates for repairs, and parts that were replaced. Any parts not replaced are not covered under this warranty. If product fails before warranty time is over we will cover any labor costs and part replacement costs involved with the device. We will not cover other warranties from Apple, Microsoft, or any other manufacturer.

Text Service: Epic Custom PC offers the option to text our office for information on your devices repair. We hold the right to hold certain repair information from our consumers. This information includes our suppliers, our tactics, and our repair schedule. We will never give repair information without being provided with the repair PIN included in our confirmation e-mail to you.

Password Protection: In the case that your device is protected by a password we must be provided with the password before work can be completed. We refuse to work on devices that are security locked or frozen for security reasons. Failure to provide proper passwords will result in end of service and your device will be returned and no refunds or reimbursement will be given.

Mailing Protection: We are not responsible for mail errors and/or damage caused via mail delivery.

By Signing this document you agree to all of the above terms.

SIGNATURE

DATE