



# NON-WARRANTY REPAIR AUTHORIZATION FORM

*Fill out this form and include it with the projector  
when you mail or drop off the projector.*

Date: \_\_\_\_\_

Company name: \_\_\_\_\_

Full Address: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Contact Phone Number: \_\_\_\_\_

Contact Fax Number: \_\_\_\_\_

Contact E-mail: \_\_\_\_\_

Model: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Short Description of the Problem: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Form of Payment: Credit Card \_\_\_\_\_ (fill out below)

Card Type: VISA \_\_\_\_\_ MASTERCARD \_\_\_\_\_ AMEX \_\_\_\_\_

Credit Card Number: \_\_\_\_\_

Expiration Date on Card: \_\_\_\_\_

Last Three Digits on Back of Card Near Signature: \_\_\_\_\_

Name on Credit Card: \_\_\_\_\_

Credit Card Billing Address: \_\_\_\_\_

Signature\*: \_\_\_\_\_

\* By signing above you accept the terms of the Fowler Productions Inc non-warranty repair policy and authorize Fowler Productions Inc to inspect and/or perform repairs and charge your credit card after receiving your approval for the repair or estimate.



## NON-WARRANTY REPAIR PROCEDURE

1. Please read the Fowler Productions Inc. Non-Warranty Repair Policy that follows.
2. Fill out the credit card information and sign the form.
3. Please include a copy of your Tax Exempt Certificate or Resale Certificate if applicable.
4. Fill out the credit card information on the Non-Warranty Authorization Form if applicable. Include the form in the box with the projector.
5. Place the projector in original box (if possible) or double box the unit and pack well (we recommend 3 inches of bubble wrap); you may use a shipping case. Please place the projector in a plastic bag if using packing peanuts.
6. Do not send any cables or accessories. We have our own cables to test your unit.
7. Insure the unit for the original value.
8. Please include a return pre-paid freight label, or an account number for shipping, UPS, FED-EX or DLH or we can ship it for you. Please include your credit card number. The customer is responsible for shipping charges to and from Fowler Productions Inc.
9. Please ship your unit to:  
**Fowler Productions Inc**  
**Attn: Service & Repairs**  
**3308 Broce Ct**  
**Norman OK 73072**
9. Within 5 business days of receipt of your projector, a Fowler technician will inspect your unit and contact you with an estimate.
10. Fowler Productions Inc. will aim to have projectors repaired within 5 business days of customer authorization.



## NON-WARRANTY REPAIR POLICY

1. **Scope.** Any Projector in which the factory warranty has expired. Units will be repaired at the customer's request and expense.
2. **Written Estimate.** Fowler Productions will provide a written accurate estimate of repair costs and will call customer to explain extent of repairs.
3. **Turnaround Time.** Though not guaranteed, Fowler Productions Inc. will aim to complete the repair within 5 days of the customer's authorization.
4. **Payment Methods.** Customers will prepay all shipping to and from Fowler Productions. The cost of the non-warranty repair (including any applicable taxes) will require payment in the form of Visa, MasterCard or American Express credit cards. Customers or individuals with open account status may be billed directly.
5. **Damage or Loss.** Fowler Productions assumes no risk of damage to or loss of unit during shipping to and from Fowler Productions Inc. We highly recommend that the customer insure the unit for the invoice value and take special care to ensure that the unit is properly packed for safe and damage-free transit.
6. **Pre-requisite for Repair**
  - A. Customer must authorize Fowler Productions Inc. to perform the repair and charge their specified credit card or account for the costs of the repair.
  - B. Fowler Productions must receive credit card approval to charge customer's credit card the repair costs and any applicable taxes.
7. **Inspection Fee, in the Event of a Do Not Repair.** If a customer decides not to have a unit repaired, Fowler Productions will return the unit to the customer at the customer's expense and charge the customer's credit card \$100.00 for the diagnostics, estimate and handling. Customers may choose to have the diagnostic fee waived, by allowing Fowler Productions Inc. to scrap the unit. Any unit not claimed within 60 days of estimate will become the property of Fowler Productions Inc. and may be scrapped.
8. **Labor Rates.** Fowler Productions Inc charges a labor rate of \$100 per hour plus parts (if applicable). There is a minimum charge of 1 hour for all repairs.
9. **Service Warranty.** Fowler Productions Inc. warrants all repairs performed to projector for a period of 90 days from the date of repair.