



COMPUTER REPAIR INSTRUCTIONS

PLEASE ENSURE CUSTOMER HAS BACKED UP ALL IMPORTANT FILES, DATA IS NOT COVERED UNDER ANY CIRCUMSTANCES

1. Please note that it is very important to send the AC Adapter and battery that came with your unit, do **NOT** send in **recovery disc/USB or software**. Failure to provide the AC Adapter and battery may result in a delay in the repair process. Please check items included:

Adapter Cord Battery (**DO NOT REMOVE**) Other _____

2. It is also important that you supply the Service Center with passwords needed in order to gain access to your computer, including password protected **BIOS, System Setup, Windows Operating System.**

Password(s): _____

3. Please use the space below to describe the difficulty you are experiencing with your computer to help us better service your unit. Be very specific explaining the problem, so that we may duplicate the symptoms.

4. If UPS regularly picks up at your location, you can put the defective unit in with your regular pick-ups. Otherwise, please call 888.881.2279 to schedule a pick up. If you need assistance, please contact Encompass Supply Chain Solutions custom service at 800.881.3344, ext. 1121.

5. Please complete the following:

RAC Store Number: _____ Telephone Number: _____

PO Number: _____ SIMS Number: _____ Make: _____

Model: _____ Serial Number: _____

If you have any questions, please contact Customer Service at 800.881.3344.

Best Time to Contact You: _____

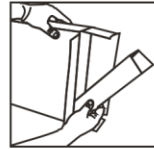
Signature

Date

PACKAGING INSTRUCTIONS

01

Remove Power Supply Insert



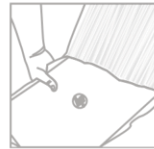
02

Pull Out Air Filled Bag



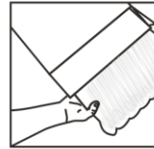
03

Safely Put Computer into Air Filled Bag



04

Place Air Filled Bag Into Shipping Box



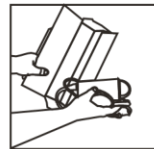
05

Place Power Supply Insert On Top Of Air Filled Bag



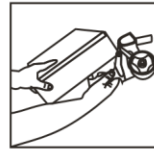
06

Place Power Supply With All Cords Into Insert



07

Close and Seal Box With Shipping Tape



08

Ship Using Return Label



encompass™