FACTORY SERVICE REQUEST FORM

Please fill out one form for each product you are sending and remember to attach all Necessary documents

PRINT CLEARLY

The US Postal Service DOES NOT Deliver to our location
*****DO NOT SHIP VIA US Postal Service (USPS)*****

Customer Contact Information:		
Company Name:		Service Account Number:
Name:		Telephone Number/s:
Email Address:		
Street Address:		
City:	State:	Zip Code:

Please tell us about the problem you are having.		
Model No:	Serial No	Date of Purchase:

Please describe the problem you are having below. If you need more space please use the reverse side of this form.

☐ **Check this box if you have custom settings/calibrations on your projector.** ***NOTE: Custom settings/calibration data may be lost during service. We will do our best to retain that information but cannot be held responsible if the data is lost/unrecoverable.***

Detailed description of the problem

Please package your unit carefully and only include accessories that pertain to the service complaint.

Include a copy of your sales receipt (in-warranty units only). If you are Tax Exempt please provide a copy of certificate.

If you have an Extended Warranty, please first contact the Extended Warranty company to confirm their policies for repair.

For out-of-warranty units and units that have partial warranty: Once the unit has been received at the factory service location you will be contacted to inform of receipt and secure the evaluation fee for repair. This evaluation fee would be due if the repair estimate is refused and the product is returned to you unrepaired.

Preferred method to secure repair would be a MasterCard or Visa. This would be needed to start the repair process.

After the evaluation process, if you wish not to proceed, there will be a $50 evaluation fee and a return shipping charge for all out-of-warranty repairs.

YOU CAN CHECK ON THE STATUS OF YOUR REPAIR BY VISITING **www.jvc.com/support** AND CLICKING THE JVC FACTORY SERVICE REPAIR STATUS LINK. FOR OTHER REPAIR INQUIRIES PLEASE CALL (800)-252-5722.

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JVCKENWOOD USA CORPORATION
ATTN: JVC FACTORY SERVICE CENTER
2201 E DOMINGUEZ ST
LONG BEACH, CA 90810