



**DELL**

Customer Information  
1-800-624-9897



**Customer Information**

Name: \_\_\_\_\_ Company: \_\_\_\_\_

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

City/State/Zip: \_\_\_\_\_

Email: \_\_\_\_\_

Home / Work Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

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

Case #: \_\_\_\_\_ Express Service Code: \_\_\_\_\_

Computer Type: \_\_\_\_\_ Tag Number: \_\_\_\_\_

List of All Equipment Left at ProTech: \_\_\_\_\_

A/C adapter ☐ \_\_\_\_\_

Save Data ☐ \_\_\_\_\_

Description of Failure/Problem: \_\_\_\_\_

- 1) **If password(s) are not provided (user password and PIN), the password(s) might be removed during the repair process.** We recommend that all passwords be removed, if the passwords are not removed from your system they must be provided below to prevent any delays in repair.

My Password is: \_\_\_\_\_

**When replacing the system board, the PIN and Fingerprint reader will need to be reconfigured. The BitLocker password will need to be entered for the computer to boot to the HD. PCS is not responsible for BitLocker encryption. Manufacturer warranty does not cover BitLocker Encryption.**

- 2) ProTech will not be responsible for loss of data or re-installation of any software due to services performed on the system.
- 3) A diagnostic charge of \$75.00 will be charged on all non-warranty systems. A diagnostic fee of \$75.00 may be charged on warranty systems if no hardware problems are found or if the manufacturer will not pay labor reimbursement claim.

\_\_\_\_\_  
(Signature)