



Repair & Service Request Form

TERMS AND CONDITIONS

(Please read before proceeding!)

- The customer will be responsible for proper packaging of the part(s) to be shipped to BTS for repair. Do not use packing peanuts unless the part is placed in a sealed bag. Make sure parts do not move around in the box. Burton Technical Services LLC (herein referred to as "BTS") will not be held liable for parts damaged during shipment to BTS. Shipping insurance is highly recommended. Proper packaging is available upon request (additional charges may apply). BTS will not accept a part sent freight collect.
- The customer will be charged for the repair and/or service based on warranty selection plus the return shipping charges. There may be a testing charge applied to parts with no problems found or functionality test only. There is no charge for irreparable parts except return shipping if the customer wants the part back.
- The ownership of the part(s) will remain with the customer even while in-house at BTS.
- Rodent contaminated and severely damaged parts are handled on a per part basis, and BTS reserves the right to withhold service or warranty on any part contaminated by rodents or pests, or otherwise severely damaged. Flat Rate Repair Pricing is based on a "normal repair", and any excessive physical damage and/or missing parts may require additional charges. In these cases, BTS will contact the customer for a quote and confirmation before performing work.
- Unless otherwise specified, parts repaired by BTS will carry the length of warranty selected below starting with the ship date. If there is no selection below, the default warranty period for the product/service will be applied (varies per product). There is no warranty on parts that are software load and/or battery only, test only, or irreparable. Please visit <https://btsatm.net/wpms/warranty-policy> to view our warranty policy.
- BTS ships via UPS by default. Shipments via FedEx or USPS may incur additional processing time and/or fees. See disclaimer at the end of this form for further details.
- By signing below, you agree to all terms and conditions above.**

PLEASE FILL OUT THE FORM BELOW:

Company Name: _____

Contact Name: _____

Phone Number: (_____) _____ - _____

Auth. Signature: _____

E-Mail: _____

Date: ____/____/____ PO#: _____

| Part# / Description | Problem / Service Requested | Serial Number | Warranty Length * |
|---------------------|-----------------------------|---------------|---|
| | | | <input type="checkbox"/> Standard <input type="checkbox"/> Extended |
| | | | <input type="checkbox"/> Standard <input type="checkbox"/> Extended |
| | | | <input type="checkbox"/> Standard <input type="checkbox"/> Extended |
| | | | <input type="checkbox"/> Standard <input type="checkbox"/> Extended |
| | | | <input type="checkbox"/> Standard <input type="checkbox"/> Extended |

* Please call us at 972-353-0900 or visit www.btsatm.com for repair & extended warranty pricing.

Your UPS/FedEx Account # (optional): _____

Return Address

Company: _____

*** Return Shipping Method (check all that apply):

Attn: _____

No Shipping Insurance *** No Signature Required ***

Address 1: _____

Ground 3-Day 2-Day Std. 1-Day Priority 1-Day

Address 2: _____

Saturday Delivery (if applicable)

City: _____

NOTE: If no selections made above, BTS will ship via insured UPS Ground w/ Signature Required.

State: _____ Zip: _____

*** Disclaimer: By default, BTS ships via UPS Ground, and insures all parts at their replacement value. UPS requires signature upon delivery for a Declared Value of \$500 or more. Delivery without signature is the decision of the driver delivering the package, regardless of selections above. BTS will not be held liable for any lost, stolen, or damaged packages. All shipment warranties and/or guarantees are the responsibility of the courier, and the courier's terms and conditions apply to all shipments. Selecting "No Shipping Insurance" above will waive any responsibility of the courier or BTS to cover any shipping damage, theft and/or loss. Please use this option at your own risk!