



# 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 CORD Financial Services (herein referred to as "CORD/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. CORD/BTS will not be held liable for parts damaged during shipment to CORD/BTS. Shipping insurance is highly recommended. Proper packaging is available upon request (additional charges may apply). CORD/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 CORD/BTS.
- Rodent contaminated and severely damaged parts are handled on a per part basis, and CORD/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, CORD/BTS will contact the customer for a quote and confirmation before performing work.
- Unless otherwise specified, parts repaired by CORD/BTS will carry the length of warranty selected below starting with the invoice 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.
- CORD/BTS ships via FedEx by default. Shipments via UPS or USPS may incur additional processing time and/or fees.
- By signing below, you agree to all terms and conditions above:**

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](http://www.btsatm.com) for repair & extended warranty pricing.

Your UPS/FedEx Account # (optional): \_\_\_\_\_

### Return Address

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

Attn: \_\_\_\_\_

Address 1: \_\_\_\_\_

Address 2: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_

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

- No Shipping Insurance \*\*\*     No Signature Required \*\*\*  
 Ground    3-Day    2-Day    Std. 1-Day    Priority 1-Day  
 Saturday Delivery (if applicable)

NOTE: If no selections made above, we will ship via FedEx Ground w/ Signature Required.

\*\*\* Disclaimer: Delivery without signature is the decision of the driver delivering the package, regardless of selections above. CORD/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" and/or "No Signature Required" above will waive any responsibility of the courier or CORD/BTS to cover any shipping damage, theft and/or loss. Please use this option at your own risk!