

Rebekah's Dreams

Entertainment & Production Services
 3866 Prospect Avenue Suite 4
 West Palm Beach, FL 33404-3343
 Phone: 561.840.4071 Fax: 561.840.4074
 www.rdeps.com

REPAIR ESTIMATE REQUEST FORM

REPAIR ESTIMATE REQUEST INSTRUCTIONS:

1. Read through the terms and conditions located on Page 2.
2. To move forward with the repair, complete the information form below and return via fax (561.840.4074) or email (repairs@rdeps.com). A Sales Order Number will be emailed back to you.
3. Once you receive your Sales Order, follow the directions on page 2 for the Shipping Details.
4. Ship your unit to us at our location. Please write your Sales Order Number on the outside of the package. (See Shipping Details on page 2).
5. When your unit is received the problem will be diagnosed and if "Out of Warranty" a quote for Parts, Labor, and Shipping will be sent to you.
6. We will send the quote as email. By making payment to Rebekah's Dreams Entertainment & Production Services, you are then authorizing us to continue with repair to your unit.

REPAIR INFORMATION			
Date Shipped or Dropped Off	/ /	Requested Return Date	/ /
RDEPS Sales Order #	Your PO #		
CONTACT INFORMATION			
Company Name			
Contact Name			
Address		Suite/Unit #	
City	State	ZIP	
Phone ()	Fax ()		
Email			
DESCRIPTION OF ITEM TO BE REPAIRED			
ITEM / DESCRIPTION	SERIAL NUMBER	WARRANTY REPAIR	PURCHASED AT RDEPS
		<input type="checkbox"/>	<input type="checkbox"/>
DESCRIPTION OF PROBLEM			
AUTHORIZATION			
All repairs are subject to an evaluation rate of \$75/hr. Any freight incurred on warranty and non-warranty items will be charged to the customer. Please see Page 2 for additional terms and conditions.			
Client Signature		Date / /	

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Please read the following information. It will help us provide you with quality service and the best possible turn-around times. If you have questions or need additional information, please do not hesitate to contact our Repair Department at 561.840.4071.

TERMS, CONDITIONS, AND RETURN POLICY - The Rebekah's Dreams Entertainment & Production Services labor charge is \$75.00 per hour for the evaluation and repair of your equipment. This fee does not cover any necessary parts to perform the repair. We will evaluate and send you a quote/invoice for the full repair. By making full payment on the invoice, you will be authorizing Rebekah's Dreams Entertainment & Production Services to proceed with the repair work.

The quoted fee will cover shipping charges for domestic and shipping return of your repaired product. We ship via FedEx ground.

In the event you opt to not have your unit repaired by Rebekah's Dreams Entertainment & Production Services after receiving the quote, we will send an additional invoice for shipping and handling payment before returning the unit back to you.

If, during the course of our services, additional problems are discovered, additional charges may be required to resolve those newly discovered issues. If additional problems are discovered, we will generate a revised estimate and we will promptly submit that revised estimate to you. No work associated with these additional problems will be performed until you approve the revised estimate. If you are unavailable to approve these additional charges, and no further work can be performed until that approval is provided, all work will stop until you approve the revised estimate. We are not responsible for delays in the completion of a service as a result of our inability to receive feedback from you related to the repair process.

No work will be done to troubleshoot or resolve issues that do not affect the normal operation of the equipment and are not requested by the client.

In some situations, a solution, diagnosis or support may not be completed due to an issue with your equipment, its configuration or other issue that is beyond our control. If a situation of this nature occurs, we will make every reasonable attempt to complete the service(s) as requested by the client in another way or at another time. Regardless of the outcome, the client is still responsible for charges for the time and effort spent in an attempt to provide services even if a complete solution is not provided.

WARRANTY REPAIRS - Warranty repairs must be accompanied by the proof of purchase or a copy of the sales receipt and the completed Repair Estimate Request Form. Warranty repairs are provided by the Manufacturer and follow the Manufacturer's Warranty Policy. Charges for travel, site time, and bench repair is the responsibility of the customer if not covered and authorized by the manufacturer.

DISCLAIMER OF LIABILITY - To the maximum extent permitted by law, Rebekah's Dreams Entertainment & Production Services will under no circumstances be liable for any special, indirect, incidental or consequential damages resulting from the performance of any of our services, including but not limited to loss of business, goodwill, reputation, damage to, or corruption of data; or any costs of recovering, programming or restoring any program or data stored or used with your product and any failure to maintain the confidentiality of data stored on your product.

CONSENT - BY CONTACTING REBEKAH'S DREAMS ENTERTAINMENT & PRODUCTION SERVICES AND UTILIZING OUR SERVICES YOU ARE HEREBY CONSENTING TO ALL TERMS SET FORTH IN THIS AGREEMENT. THIS INCLUDES ALL LIMITATIONS OF DAMAGE PROVISIONS AS OUTLINED IN THIS TERMS OF USE. YOU ALSO CONSENT TO THE COLLECTION AND UTILIZATION OF INFORMATION BY REBEKAH'S DREAMS ENTERTAINMENT & PRODUCTION SERVICES.

REBEKAH'S DREAMS ENTERTAINMENT & PRODUCTION SERVICES REPAIR WARRANTY - 90 Days from return ship date.

SHIPPING DETAILS - Rebekah's Dreams Entertainment & Production Services will include the return shipping cost in the quote/invoice you receive back after we receive your unit.

IMPORTANT: Please use your RA Sales Order Transaction number as the identifying information for your product. Use this order number inside AND on the shipping label for identification and tracking purposes.

Ship Your Product To:

Rebekah's Dreams Entertainment & Production Services
Attn: Repair Department
3866 Prospect Ave Ste 4
West Palm Beach, FL 33404

ADDITIONAL INFORMATION - Rebekah's Dreams Entertainment & Production Services has a variety of equipment that is available for rental to keep your system functional. Rental is on availability and does not cover all equipment components. Charges for rented equipment is the responsibility of the customer.

For more information regarding Service Terms & Conditions, please contact us at 561.840.4071.