

NCS Notebook Packing and Service Instructions

To help us process your repair as quickly as possible, please follow these instructions:

- 1. Back up your data.**
Copy your files (photos, documents, financial data, etc.) to recordable CD or DVD's, USB flash drive, memory cards, external hard drive or online storage before shipping your laptop to us. NCS is not responsible for loss of data or information which may occur due to system repair
- 2. Remove or provide System or Windows login password (if passwords are not used to log into your computer, skip this step)**
If a password is used to log into Windows, the password will either need to be removed or provided on the Notebook Repair – Problem Form.
- 3. Fill in Notebook Repair –Problem Form.**
The Problem Form will help NCS technicians isolate the issue and resolve the problem quickly and thoroughly. Please mark the problem(s) your notebook is having and fill in the rest of the form completely including the steps necessary for our repair technician to reproduce the problem
- 4. Package the notebook and prepare it for shipping to NCS**
 - Please package your laptop well, use bubble wrap and proper size box and make sure you have at least 2" padding for all sides of the shipping box. You can go to your local shipping outlet (UPS or Fedex) to get help if you are not sure how to package your laptop computer. They have all necessary shipping material and box available. Their staff can help you package the laptop properly.
 - Please insure your package and keep the tracking number
 - Please DO include the AC adapter , power cord for the laptop in the shipping box
 - Please include the Problem Form
 - Please include your detailed contact information inside the shipping box

Customer Information:

Name _____

Return Shipping Address: _____

City _____ State _____ Zip Code _____

Contact Phone Numbers:

Home Phone: _____

Cell Phone: _____

Other: _____

Email Address: _____

Package Check List

- Laptop with accessories
- Proper packing
- Shipping insurance with tracking information
- Problem Form
- Your contact information

Please ship your notebook to

NCS, Inc
Attn: Service Department
147-48 Northern Blvd
Flushing, NY, 11354

NCS Notebook Repair --- Problem Form

Dear Valued NCS customer,

Help us isolate the issue and resolve your problem quickly. Place an "X" in the boxes below next to the problem(s) your notebook is having. Provide the steps necessary for our technician to reproduce the issue in the Detailed Description section. Please include this sheet when sending the note book to us.

Sincerely,
NCS

Notebook Information

Make Acer Apple Alienware Averatec Compaq Dell Fujitsu Gateway HP IBM Lenovo
Sony Toshiba Other _____

Model _____

Serial Number _____

Accessories AC adapter/Power Cord Battery External CD/DVD Drive Software CD/DVDs

Hard Drive Info Hard drive has been removed from the laptop
 Hard drive is still inside the notebook

How often does the problem occur? Always Sometimes

Power Related Problem

- Can not turn on unit with AC adapter
- Can see power light, but no display
- Can not charge battery
- Power adapter connection loose
- Can not turn on with battery only
- System shuts down automatically
- System reboots automatically

Keyboard Problem

- Not functioning
- Missing keys
- Stuck / damaged

Other issue not listed above

System Related Problem

- System freezes up BEFORE booting into Windows
- System freeze up AFTER booting into Windows
- Unable to perform system restore from CD/DVD
- System stops with Blue screen
- Very slow
- Overheating
- High pitch noise

Internet Connectivity Problem

- Wired connection (dialup)
- Wired connection (LAN)
- Wireless connection

Video Related Problem

- No display Lines
- Spots
- Color Fade
- Scrambled
- Flicker
- Dim /Dark

Broken Loose Part Problem

Description: _____
 (i.e. power, USB, LAN)

Detailed Description – Describe the issue and provide steps to reproduce the problem (please use back of sheet if necessary):

Please provide us with any password associated with the notebook

BIOS/System password: _____

Windows Password: _____

Please provide contact information in case any questions arise during the repair of your notebook

Person to contact with questions	Daytime phone number	Best time to reach person
		Morning <input type="checkbox"/> Afternoon <input type="checkbox"/>

