PRINTER REPAIR FORM

Company		Purchase Order #	
Address		Phone #	
		Contact Name	
Email		Date	

(if shipping address is different from above, please add it to the Description box below)

The below information may be obtained from the printer's serial number tag

Return Via

[ ] 1 day

[ ] 2 day

[ ] ground

Printer Model		DPI	
Firmware or Software		Width #1	
Serial Number		Width #2	

Check off the appropriate boxes: LCD Display [ ] Cutter [ ] Ethernet Interface [ ] Vertical [ ]

The standard printer repair time is approximately 20-23 business days. We offer accelerated repair service (5 business days) for a $60 rush charge. Please check the adjacent box if you would like to purchase the rush repair service. [ ] Rush

Printers are to be returned with the originally supplied BOCA box and shipping materials to prevent shipping damage. Customers returning printers without a full set of shipping materials will be invoiced an additional $25 to cover the costs of new packaging materials.

Printers are to be returned with all internal parts present plus the cover. External parts such as hoppers, power cords, top plates and interface cables should NOT be returned. Please include a small stack of tickets to assist in identifying the problem.

Please check off the appropriate boxes if any of these special conditions apply:

AC Cord [ ]	BOCA box [ ]	warranty repair [ ]
top plate [ ]	data cable [ ]	service plan
hopper [ ]	missing cover [ ]	BOCA tickets

Description of the Observed Problem (and shipping address, if different from address provided above)

All repairs will be billed according to the following flat rate schedule. These prices assume the presence of all parts. Missing parts will be invoiced individually. The print head is excluded from the flat rate pricing and will be billed separately, unless eligible for BOCA's free print head replacement program. Printers under warranty or on service plans are excluded from the price schedule.

Lemur-Z, X	210
Lemur-C, R	160*
Lemur, Lemur-K, Lemur-S(plastic)	200*
Lemur-2, Lemur-2K or Lemur-2P	300*

Lemur-M	360*
Lemur-MK	360*
Lemur-S metal cabinet serial # 289401 & lower	360*

Mini (sub & plus)	600
Micro (sub & plus)	400
Dual Micro	500

* $100 premium per cutter

Mag	660
MagMini ----	1060

- Lemur series printers are considered "current" model printers.
- Metal cabinet Lemur-S printers have a different base fee as compared to plastic cabinet version.
- All other printers are considered to be "old" models, some of which are not repairable.
- Special new printer pricing will be available to customers with unrepairable old printers.

Payment by credit card (Visa, Master Card, AMEX) is preferred. Payment on open account is acceptable for customers with active, current accounts.