



For Internal Use:

Parts

VISIOBOOK REPAIR FORM

Date: _____ School System: _____

SERIAL NUMBER (one form per unit):	
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Return Address:

Contact Person/Phone Number/Email for Vendor Relations and Billing:

Please circle preference for SHIPPING and PAYMENT method of choice:
Return Shipping Preference: FREE MATTER FOR THE BLIND (no insurance) **or** UPS INSURED
Payment to be made by: CREDIT CARD (+ 5% service charge) **or** PURCHASE ORDER

Please include a separate form for each Visiobook to be repaired.
Total Number of Visiobooks being sent for repair: _____ of _____

Repairs needed (note all known issues with Visiobook, indicate if issues are intermittent). **Please include Serial Number(s).**

- 60-day warranty for repaired equipment (same issue) with matching SERIAL #**
- Repair (parts included).....\$395
 - Broken Screen.....add \$150
 - Replace Main Board (as available).....add \$150
 - Shipping...FREE MATTER FOR THE BLIND (insurance not included, no tracking available) or UPS (insured & tracking, cost TBD)
 - There will be no charge if a unit is not repairable.

Standard repair time will be up to 10 business days in our Visiobook Repair Shop, except during summer when demand is higher or when sending large quantities of Visiobooks. Please indicate needed by date: _____

IMPORTANT: Email this completed form to admin@equalizeservices.com with subject line: “New Visiobook Repair”. We will contact you to begin the PO process and will then send SHIPPING INSTRUCTIONS. Please call 919-480-8800 with questions.