

Disk Repair Order Form

Thank you for your interest in disk repair services provided by Cabs' Technical Services. Please fill out the following information:



1. Customer Information (all fields are required)

Name _____
Address _____

City _____
State _____ Zip Code _____
Phone Number _____
E-Mail Address _____

2. Shipment Information (please use an additional form if more space is needed)

Media type	Description

3. **Payment Information** – Orders should be sent to the address below. There are two payment options (select one):
You may prepay for this repair by sending a check or money order made out to **Cabs' Technical Services**. Once repairs are complete, your disks will be sent back using your chosen return shipping method in Section 4.

You also have the option to be billed for this repair after it has been completed. If you choose this option, please ensure that your e-mail address above is correct. You will be sent an invoice through PayPal once the repairs are complete, and your disks will be sent back once payment is received.

4. **Return Information** – Your disks will be returned using one of the following options (if none are selected, Standard Return Shipping will be used):
Standard Return Shipping (5-7 business days) Priority Return Shipping (2-3 business days)



Hire an expert, not a geek
Cabs' Technical Services
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cabs@cabstechservices.com
<http://www.cabstechservices.com>



Preparing Your Shipment

- Please enclose a copy of this form with your shipment. You may wish to keep a copy for your records.
- There is no need to include the jewel or DVD cases with your shipment. These add weight to your shipment and may be damaged while in transit.
- Please ensure that your disks are packed securely prior to shipment. We recommend using a service that has tracking ability (USPS with delivery confirmation, FedEx, or UPS, for example). Insurance is optional; however, please note that we are not responsible for any damage sustained during transit.

Terms of Service

1. **Repairs.** Cabs' Technical Services (CTS) conditionally guarantees the repair work performed on optical disks. The repair process is limited to correcting issues on the polycarbonate side of a disk. The repair process cannot repair certain types of disk damage, examples of which include cracks, chips, indentations on the printed (label) side of the disk, or damage to the foil layer of the disk. If a disk is not repairable, you will be contacted and a credit will be issued, if applicable. If you find that a disk is still unplayable upon its return, simply contact us for further assistance. No credit will be given after thirty (30) days of final delivery.
2. **Pricing.** Current pricing for repairs and return shipping are as follows:

Disks*	Price Per Disk	Standard Return Shipping	Priority Return Shipping
1-5	\$3.49	\$2.99	\$5.99
6-10	\$2.99	\$2.99	\$5.99
11-25	\$2.49	Free	Free
26+	\$1.99	Free	Free

***Please note that double-sided disks count as two disks.**

3. **Payment.** Prepaid orders must be made using a check or money order and should be made out to Cabs' Technical Services. Payments after repairs are completed will be invoiced via PayPal. A PayPal account is not required for payment using this method. If payment is not received within thirty (30) days of invoicing via PayPal, CTS reserves the right to dispose of the media in a manner of our choosing.
4. **Shipping.** If, upon receipt by us, damage is discovered to the shipping container or its contents, we will notify you prior to proceeding with repairs. We are not responsible for damage sustained in transit – this is the responsibility of the shipping carrier and should be addressed with them as applicable. We will return your repaired disks to the address listed on the front of this form, and all returns will have a tracking number sent to you via e-mail. We are not responsible for lost or misdirected mail, or mail that is undeliverable due to an incorrect address. You may be asked to pay for a second return shipping charge if an order is returned to us due to an incorrect address.

By signing below, you agree to these terms and grant permission to CTS to perform repairs on your optical disks.

Signature _____ Date _____