

TCODE/MVP PRO Repair Request Form

This form is required for all repairs

(Units purchased over 1 year ago today are subject to repair charges)

(Shipping charges are not covered by warranty)

Ship to:

AD USA Tech Support
1435 Huntington Ave. Suite C
South San Francisco, CA 94080

Serial Number of unit: _____

Passcode of unit: _____

What type of service do you require? (Please check one)

_____ \$499.00 Repair my defective TCODE/MVP PRO and send me a loaner unit with comparable software.
Units still under original warranty receive free repair and loaner. (Subject to quantities on hand. CA Residents Pay 8.25% Tax)

_____ \$249.00 Repair my TCODE/MVP PRO without sending a loaner unit.
(Repair times can range from 1-2 months)

_____ \$299.00 Replacement of damaged touch screen ONLY, with free FedEx Priority Overnight return. **Service requires 2-3 days.**

_____ \$50.00 Update the Software on my TCODE/MVP PRO and return via FedEx Overnight Shipping. **Service is free w/ ground shipping!**
_____ **Check here for Free FedEx Ground shipping.**

_____ \$100.00 My TCODE/MVP PRO unit is locked due to entering the passcode incorrectly, and my software must be recompiled.
(Procedure normally takes a few days, return via FedEx Priority Overnight shipping) (Not covered by warranty)

Description of problem: _____

Shipping Information

Contact Person: _____ **Contact Phone #** _____

Address (No PO Boxes): _____

City, State, Zip: _____

Credit Card Number: _____ **Exp. Date** _____

Name on card: _____ **Signature:** _____

(Or include check payable to: Advanced Diagnostics USA)