

## TCode Classic & MVP Repair Request Form

If you are sending in your TCode Classic or MVP programmer to Tech Support for updating, repair, or replacement: we require that you include this form.

**(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 Replace my defective TCode or MVP with a refurbished unit with equal software. **(Allow 2 days to transfer software, subject to quantities on hand. CA Residents Pay 8.25% Tax)**

\_\_\_\_\_ \$249.00 Repair my existing TCode / MVP. **(Loaner units not available, Repair times can range from 1-2 months)**

\_\_\_\_\_ \$50.00 Update the Software or Tokens on my TCode / MVP and return to me via FedEx Priority Overnight Shipping. **Service is free with ground shipping.**

\_\_\_\_\_ **Check here for Free FedEx Ground shipping.**

**Detailed description of problem:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Shipping Information**

**Company Name:** \_\_\_\_\_

**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)

**Please fill out form completely to avoid any delays with servicing your TCode or MVP**