



Work Order

1. Name & Home Address:

2. Shipping Address: (if different from above)

3. Home Phone: _____

4. Office Phone: _____

5. Other Phone (vacation, cell, etc.): _____

6. Email: _____

7. Credit Card Information (we recommend filling out only the first 8 digits of your credit card number and email the second set of credit card numbers to topcat@topcatsteno.com . This is to keep your credit card number secure. Please fill out name, address, type, expiration date, security code and first 8 digits).

Name As It Appears On Credit Card: _____

Credit Card Billing Address: _____

Card Type (circle one): Visa Master Amex Discover

Expiration Date: _____ Security Code: _____

(For Visa, MC & Discover the security code is located on the back of credit card in signature strip. It is the last three digits. American Express cards have a four digit security code located on the front of the card.)

Credit Card Number (first 8 digits): _____

8. Customer Receive Date: _____
(This is the date you would like to receive your writer. Keep in mind that your writer may not be delivered until afternoon. Receive date also depends on when we receive your writer and how writer is shipped to you i.e., Next Day Air, 2-Day Air or Ground service.)

9. Model of Writer: _____
(i.e., Stentura 8000, Flash, etc.)

10. List any problems you are experiencing with writer.

11. Would you prefer to be called with an estimate? Yes No

12. Would you like the Top Cat Professional Tune-Up Cleaning Service described below? Yes No

Your writer is disassembled and chemically cleaned under high-pressure chemical sprayers in our specially designed power cleaner (using 120 pounds of pressure per square inch in a two-chemical process). The writer is then reassembled, lubricating all internal and external mechanical parts. All parts are inspected for general wear. The upper and lower keyboard pads, stop pads, ribbon advance wheel and platen are replaced. Electronic circuit boards are pneumatically cleaned, where applicable. Diagnostics are performed on realtime, disk drive and battery charging regulating circuits. Each electronic key switch is adjusted. The mechanical assembly is adjusted for letter paper contact, print quality and print alignment. The writer is adjusted to manufacturer's specifications, unless customer specifies custom adjustments. The writer then has to pass a 75-point quality control inspection. **Parts needing replacement, which are not included in above description are an additional charge.**

13. Circle the return shipping service you prefer in the chart below.

Below is a chart outlining the cost of shipping to or from a location, assuming writer is shipped in a TopCat Steno box, or a box with measurements no larger than 14" x 14" x 10" and does not exceed 14 pounds in weight.

If you would like a free TopCat Steno shipping box to ship your writer, please call 800-937-8228. The TopCat Steno shipping box saves on shipping cost, makes it convenient to pack, and protects your writer. The box is free, shipping of the box UPS Ground service is \$9, fee may be more if shipped air service or outside the continental USA.

For your convenience, and to save on shipping cost, we can email you a shipping label to ship under our shipping account.

With our UPS label you can drop-off your package to a UPS Store, UPS Customer Center, Office Depot, Staples, give it to a UPS driver, or you can go to UPS's website and type in your zip code. It will give you some nearby drop-off locations. Just call, 800-937-8228 to arrange to have a shipping label emailed to you.

Zone	State	Ground Service	2-Day Air	Next Day Air
1	AL, LA, MS	\$23	\$30	\$39
2	AR, FL, GA, KY, NC, OK, SC, TN, TX, VA, WV	\$24	\$33	\$56
3	IA, IL, IN, KS, MO, MI, MN, OH, WI	\$24	\$39	\$61
4	AZ, CO, CT, DE, ID, MA, MD, MT, NV, ND, NH, NJ, NY, PA, RI, SD, UT, WY	\$26	\$50	\$66
5	CA, ME, NE, NM, OR, VT, WA	\$29	\$55	\$69
6	AK	\$52	\$55	\$69
7	HI	N/A	\$63	\$79

Add \$15.00 for Saturday Delivery (Saturday Delivery available with UPS Next Day Air service only). Prices include shipping insurance.

Packing Instructions:

1. Important: Please identify your writer with your name, by attaching your business card or a sticky note to the top of writer (do not attach note to display).
2. Remove disk from disk drive.
3. Place writer in plastic bag (this is to keep packing material from lodging inside writer).
4. Find a box that will give you enough room for the writer and 2-3 inches of packing material top, bottom and sides.
5. Line bottom of box with packing material (crumpled balls of newspaper, foam rubber, bubble wrap or Styrofoam peanuts).
6. Place writer inside box on top of packing material and line the top, bottom and sides with packing material. Pack it tightly to make sure writer does not move inside of box.
7. Tape box up and ship writer to:
Top Cat Steno, Inc.
13433 Seymour Myers Blvd.
Bldg. 15
Covington, LA 70433

800-937-8228 toll free 985-871-0200 local 985-871-5180 fax
top_cat@topcatsteno.com email www.topcatsteno.com web

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