



Work Order Form (0818)

Name & Home Address:

Shipping Address (if different from above):

Cell Phone: _____

Other Phone (vacation, home, business): _____

Email: _____

Credit Card Information: It is recommended to fill out only the first 8 digits of your credit card number and email the second set of credit card numbers to onlineorder@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: _____

(security code is located on the back of credit card in signature strip. It is the last three digits for MC, Visa and Discover cards or four digits on front of American Express card)

Credit Card Number (first 8 digits): _____

Customer Receive Date: _____

(this is the date you would like to receive your writer)

We make every effort for you to receive your writer on the date you specify by doing an expedited repair service once we receive it and/or by shipping an overnight shipping or two-day shipping if necessary.

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., overnight shipping, two-day shipping or ground shipping. Expedited repair service and overnight shipping, two day shipping are an additional charge.

List any problems you are experiencing with writer:

Would you like an estimate before proceeding with repairs? Yes No

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 writer 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, where applicable. Electronic circuit boards are pneumatically cleaned. Diagnostics are performed on realtime, memory storage 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 (where applicable). 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.**

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

Below is a chart outlining the cost of return shipping of writer to customer, assuming writer is shipped in a TopCat Steno box and does not exceed 14 pounds.

If you would like a free Top Cat 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 is \$20 (the \$20 fee is credited back to you when your writer is serviced).

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 your package off to a UPS Store, UPS Customer Center, Office Depot, Staples or give it to a UPS driver. Call, 985-871-0200 to arrange to have a shipping label emailed to you.

**Add \$ 40.00 for Saturday Delivery (Saturday Delivery available with UPS Next Day Air service only).
Prices include shipping insurance.**

	UPS Next Day (delivered next day before 10:30am in most areas)	UPS 2 Day	UPS Ground
AL, AR, LA, MS OK & GA	\$120.00	\$75.00	\$30.00
FL, KS, KY, MO, NC, SC, TN, TX & VA	\$160.00	\$85.00	\$35.00
All Other U.S. States	\$185.00	\$95.00	\$40.00

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 (where applicable).
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

985-871-0200
985-871-5180 Fax
onlineorder@topcatsteno.com email
www.topcatsteno.com web