



Work Order Form

(Please fill out the form below and send it along with your writer.)

Name & Home Address:

Shipping Address (if different from home):

Phone (best contact number): _____ Email: _____

Customer Receive Date: _____ [Customer receive date is normally the day before you resume work. TopCat Steno makes every effort for you to receive your writer on or before the date you specify. When determining the receive date, please factor in shipping time to us, time on-site (three business days) and shipping time back to you.]

If needed, TopCat Steno can expedite on-site service and/or expedite shipping service (expedited services are an additional fee).

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

Would you like TopCat Steno's 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 90 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.**

List any problems you are experiencing with writer or any custom adjustments you may want:

Credit Card Information: For security reasons, We recommend filling out only the first eight digits of you credit card number and emailing the second eight digits to: onlineorder@topcatsteno.com

Credit Card # (first eight digits): _____

Expiration date: _____ **Security code:** _____
(the security code is a three digit number on the back of the card, except for Amex, which is a four digit code on the front of the card)

Name as it appears on credit card: _____

Credit card billing address (only if different from your home address): _____

Credit card type: Visa Master Amex Discover

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 box no larger than 15x15x10 (outside dimensions) and does not exceed 14 pounds.

If you would like a free Top Cat Steno Shipping Box to ship your writer, please call 985-871-0200. 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 at 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	\$28.00
FL, KS, KY, MO, NC, SC, TN, TX & VA	\$160.00	\$85.00	\$33.00
All Other U.S. States	\$185.00	\$95.00	\$38.00

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 on top, bottom and sides.
5. Line bottom of box with packing material such as 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:

TopCat Steno, Inc.
265 W. Causeway Approach
Mandeville, LA 70448

985-871-0200
onlineorder@topcatsteno.com (email)
www.topcatsteno.com (web)