

TO BE COMPLETED BY THE ELECTRONIC REPAIR FIRM

Information re claim of _____

The Claims Office must determine whether internal damage to an electrical or electronic item was caused by the item being dropped or mishandled in shipment, or whether the damage was due to age, fair wear and tear, a manufacturer's defect or any other factor. Please complete this form to the best of your ability.

1. Repair Firm Name & Address: _____

2. Repair Firm Telephone Number: _____

3. Repair Firm Owner's Name: _____

Technician's Name: _____

4. Item Examined: _____
(Make)

(Model)

(Year Manufactured)

5. There (was) (was not) external damage to this item. Description and location of new external damage is:

Description and location of old external damage is: _____

6. I (was) (was not) able to determine the cause of any new external damage. To the best of my knowledge and belief, the damage was caused by: _____

7. There (was) (was not) internal damage to this item. Detailed description of internal damage is:

8. I (was) (was not) able to determine the cause of the internal damage. To the best of my knowledge and belief, the damage was caused by: _____

9. Could the internal damage be caused by rough handling in a household goods shipment? (Circle one)

- a. Definitely b. Probably c. Possibly d. No e. Can't tell

10. The specific reasons for my conclusions regarding the internal damage are: _____

11. My experience as a repair technician is (state years experience and area of experience): _____

12. I estimate the cost of repairing the internal damage is:

(parts) _____ \$ _____

(parts) _____ \$ _____

(parts) _____ \$ _____

Cleaning, adjustments, or other services: \$ _____

Tax: \$ _____

Labor: \$ _____

Total: \$ _____

13. Please list any charges that are not actually necessary to repair this item so that it properly functions (for example, list charges for cleaning, adjustment or other services which would not be required except as periodic maintenance).

Charges unrelated to shipment damage: \$ _____

14. If there is new external damage to this item that your firm can repair, what are those charges? \$ _____

Exact nature of repairs: _____

Total cost of external repairs: \$ _____

Tax: \$ _____

Labor: \$ _____

Total: \$ _____

15. If your repair firm is assigned the repair of this appliance, will you deduct your estimate fee from the total bill?

- a. Yes b. No c. Estimate fee not charged

16. Please Print Your Name: _____

17. Signature: _____

18. Date: _____

Thank you for taking the time to complete this form.