



TABLET REPAIR INSTRUCTIONS

PLEASE ENSURE CUSTOMER HAS BACKED UP ALL IMPORTANT FILES, DATA IS NOT COVERED UNDER ANY CIRCUMSTANCES

1. Please note that it is very important to remove the **keyboard, pen and any other accessory** that came with your tablet.

2. It is also important that you supply the Service Center with passwords needed in order to gain access to your tablet, including password protected **BIOS, System Setup, Windows Operating System.**

Password(s): _____

3. Please use the space below to describe the difficulty you are experiencing with your tablet to help us better service your unit. Be very specific explaining the problem, so that we may duplicate the symptoms.

4. If UPS regularly picks up at your location, you can put the defective unit in with your regular pick-ups. Otherwise, please call 888.881.2279 to schedule a pick up. If you need assistance, please contact Encompass Supply Chain Solutions Customer Service at 800.881.3344, ext. 1121.

5. Please complete the following:

RAC Store Number: _____ Telephone Number: _____

PO Number: _____ SIMS Number: _____ Make: _____

Model: _____ Serial Number: _____

If you have any questions, please contact Customer Service at 1-800-881-3344.

Best Time to Contact You: _____

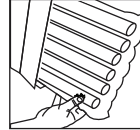
Signature

Date

PACKAGING INSTRUCTIONS

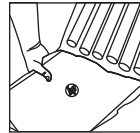
1

Pull Out Air Filled Bag



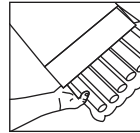
2

Safely Place Tablet into Air Filled Bag



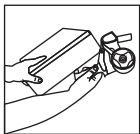
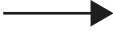
3

Place Air Filled Bag into Shipping Box



4

Close and Seal Box with Shipping Tape



5

Place Shipping Label on Outside of Box



encompass™