



# Service Form

Tyrosys Corp • 2913 Williams Dr. • Suite 220 • Georgetown, Texas 78628 • 512-686-0469

Authorized Service Provider    Repair Drop-off Date & Time: \_\_\_\_\_

### Unit and Customer Information:

Repair Number

Name	
Address	
City, State Zip	
Telephone	
Email	
Best Contact:    Phone <input type="checkbox"/> Email <input type="checkbox"/> Morning <input type="checkbox"/> Evening <input type="checkbox"/> Home <input type="checkbox"/> Cell <input type="checkbox"/>	

Serial Number	
Brand / Model / Gen	

**Unit Symptoms:**    *Please describe the problem your computer or equipment is having...*

### Tyrosys Corp / TyroLab / Mail-in-Mac Services — Work Authorization and Consent:

The person dropping of the equipment and / or the owner of the equipment authorizes Tyrosys to diagnose and service the above listed equipment. Carry-in service labor performed at a base hourly rate of \$87.00 dollars per hour. **At a minimum, a Diagnostic Evaluation Fee will be due for troubleshooting your equipment, and pre-payment is required for all suspected liquid spill units or other special circumstances.**

**Any equipment left beyond 30 calendar days from drop-off date will be considered abandoned and will be liquidated or destroyed.**

All services are performed in our laboratory by our staffed manufacturer and Apple Certified Technicians. Manufacturer hardware warranties including AppleCare do not reimburse Tyrosys for the labor of evaluating, troubleshooting, and freight to transport your equipment, therefore diagnostic fees and applicable transit fees will apply. Software troubleshooting, data recovery / iOS unlocking, and repair are not covered by any warranty and are always billable services.

**Tyrosys Corp / TyroLab / Mail-in-Mac assumes no responsibility for data or data lost during servicing. It is the owners responsibility to backup important data prior to repair service release.** Your original failed hard drive will not be returned to you if replaced and returned under warranty because it must be returned to the manufacturer. Hard drive replacement services completed outside of warranty, the original hard disk drive will be returned to the owner.

Customer release signature is required for Tyrosys to service your equipment. \_\_\_\_\_

**Important -- Your Signature Required for Service**

Repair Number: \_\_\_\_\_

### Equipment to be Serviced Details:

SN / Model / Gen		
Memory Size:		Disk Type & Size:
OS Version:		Triage Tests Run: MRI <input type="checkbox"/> Storage <input type="checkbox"/> NBAD <input type="checkbox"/> VST <input type="checkbox"/>
Warranty Status: Apple Limited <input type="checkbox"/> AppleCare Protection Plan <input type="checkbox"/> Out of Warranty <input type="checkbox"/>		
Is the Data Backed Up? Yes <input type="checkbox"/> No <input type="checkbox"/> Time Machine <input type="checkbox"/> Loose Files / Manual <input type="checkbox"/>		

### Preliminary Diagnosis:

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### Repair to be performed:

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Accessories Incl. <i>(if none, write none)</i>	
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Admin Password: <i>(Please underline Capital Letters)</i>
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Apple / Google / Microsoft ID & Password: <i>(if required for repair)</i>
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