



PRODUCT SERVICE AGREEMENT FORM

CUSTOMER NAME: <i>(Please Print)</i> _____ CUSTOMER ADDRESS: _____ PRIMARY CONTACT PHONE #: _____ SECONDARY CONTACT PHONE #: _____ CUSTOMER E-MAIL: <i>(Optional)</i> _____ <i>(this information will be kept confidential and would only be shared with the 3rd party provider, neither retailer nor the 3rd party provider will distribute or sell this information)</i>	RETAILER: _____ MANUFACTURER: _____ MODEL #: _____ PURCHASE DATE: _____ <i>(Provide Proof of Purchase, if available, for warranty work)</i> HOW DID YOU HEAR ABOUT READYREPAIR? <input type="checkbox"/> AT STORE <input type="checkbox"/> ONLINE <input type="checkbox"/> YELLOW PAGES <input type="checkbox"/> OTHER _____
---	--

Describe The Problem: _____

Requested Work to be Done: _____

Assessment of Problem (Gas Powered Equipment)	Assessment of Problem (Battery/Electric Tools)
Does the unit start? <input type="checkbox"/> YES <input type="checkbox"/> NO	Was the oil, spark plug, and air filter changed within the last 12 months? <input type="checkbox"/> YES <input type="checkbox"/> NO
Does the unit sputter or stop running? <input type="checkbox"/> YES <input type="checkbox"/> NO	Is the unit free of obvious damage? <input type="checkbox"/> YES <input type="checkbox"/> NO
Does the unit smoke, at start up or all the time? <input type="checkbox"/> YES <input type="checkbox"/> NO	Unit Condition <input type="checkbox"/> GOOD <input type="checkbox"/> POOR
Does engine die-out after running for a period of time? <input type="checkbox"/> YES <input type="checkbox"/> NO	Was/Is this unit used in a commercial setting? <input type="checkbox"/> YES <input type="checkbox"/> NO
	Does unit operate when switch is engaged? <input type="checkbox"/> YES <input type="checkbox"/> NO
	Is the unit free of obvious damage? <input type="checkbox"/> YES <input type="checkbox"/> NO
	Unit Condition <input type="checkbox"/> GOOD <input type="checkbox"/> POOR
	Was/Is this unit used in a commercial setting? <input type="checkbox"/> YES <input type="checkbox"/> NO

I hereby authorize the retailer named above to send my merchandise to a third party, Factory Authorized ReadyRepair Center for repair, and I authorize and agree to pay for merchandise repairs up to:

\$80 Small gas powered equipment (mowers, trimmers, blowers), and battery & electric tools.

\$100 Large gas powered equipment (Riding mowers, generators, snow throwers and pressure washers)

I understand that there is an up-front **\$45** diagnostic fee, which will be applied towards the final payment of the invoice should the cost of the repair exceed \$45. If the repair is covered under a manufacturer's warranty, there will be no charge to me, and the \$45 diagnostic fee will be refunded to me at the time of pickup.* My signature on this form makes me 100% responsible for any fees unless the merchandise is fully covered under a manufacturer's warranty.

I understand that I will be responsible for all non-warranty repair costs. If the estimated repair amount exceeds \$80 (for mowers/trimmers/blowers or tools) or \$100 (for large gas powered units), no repairs will be made without my additional authorization. I will be contacted directly by ReadyRepair (the third party service provider), and if I do not authorize additional repairs, I will be required to apply the \$45 diagnostic fee and pick up my merchandise. If the repair is less than \$80 (for mowers/trimmers/blowers/tools) or \$100 (for large gas powered units), I will be charged for the cost of the repair.

The retailer reserves the right to discard or dispose of any merchandise not picked up within 60 days from the date of notification that such equipment is available for pickup. Neither the retailer nor ReadyRepair shall be responsible for equipment that is not picked up within 60 days from the date of notification.

* If warranty repairs are made, but non-warranty defects remain that prevents proper equipment operation, then ReadyRepair is authorized to make those repairs up to the pre-approval limits for that item.

CUSTOMER SIGNATURE: _____

DATE: _____

RETAILER SIGNATURE: _____

DATE: _____

AMOUNT PAID
\$ _____