

# The Steno Doctor

2328 North Batavia Street  
Suite 108, Orange, CA 92865  
Phone: 714-937-5457

 Dear Valued Customer:

Please complete this form and send it in with your machine.

**Machine needs the following:**

**Cleaning (Overhaul & Refurbishment)**  
 **Repairs**

Please describe the nature of any problems you are having: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**Address to which you want the machine returned:**

Name: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

Suite #: \_\_\_\_\_

City: \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

**Please provide phone numbers at which we can contact you or leave a message:**

Cell Phone: \_\_\_\_\_ Other Phone: \_\_\_\_\_

**Important information regarding our turn-around times:** Our normal or "average" turn-around time varies depending on our work load. *The number of "business days" that we estimate we will have your machine does not include the day we receive the machine, weekends, or holidays.*

**Please note the "approximate" date you need your writer delivered:** \_\_\_\_\_

(We will call you before shipping out your machine in order to make shipping arrangements.)

\*\*\*\*\***Please call us if you need clarification on an exact completion/return date.**\*\*\*\*\*

**We use Federal Express (FEDEX) as our shipper.** All machines are insured when shipped. FEDEX requires a signature upon delivery, unless you authorize us to "waive signature." (If you waive signature, you are responsible if anything happens to the package after it has been delivered.) We will call you before shipping out your writer. If you would like the tracking number, please provide your e-mail address:

My e-mail: \_\_\_\_\_

**Accepted methods of payment: Visa, MasterCard, American Express, Discover Card**

**We will call you and get a credit card number over the phone when the work is done.**

Please call us—our phone number is (714) 937-5457—if you have any questions or need any assistance. Our writer support hours are Monday thru Friday, 8:30 a.m. to 5:00 p.m. and on Saturday, 9:00 a.m. to Noon, Pacific Standard Time. After hours, you can call and leave a message. Please feel free to contact us if you would like to check the status of your writer at any time. Thank you for your loyal patronage!

Sincerely,

The Steno Doctor