

# The Berkeley Doll Hospital

## Internet Instructions for Sending Doll Repair

1. Print out the 4 documents which contains Instructions, a Terms/Agreement Form, a Customer Information Form and Keepsake ID Forms.
2. Read our Terms/Agreement Form. Sign and date the form.
3. Fill out a Keepsake ID Form for each item you will be sending. Attach the form to its corresponding item with a rubber band, straight pin, etc.
4. Fill in the Customer Information Form completely. Be sure to include the required credit card information.
5. Also be sure to circle the means by which we should contact you in the future. If you check your e-mail frequently, this would be preferable. Remember, our terms call for certain actions if we do not hear from you within prescribed time limits after the initial quote is mailed and after notification of completion of work.
6. Package the item(s) carefully in a sound container. If possible seek expert packaging advice, particularly if the contents are fragile.
7. Before sealing the top of the container, insert the Terms/Agreement Form, and Customer Information Form, such that they will be immediately evident upon opening the package.
8. Address and send the package to:  
Berkeley Doll Hospital  
P.O Box 721188  
Berkeley, MI 48072
9. Watch for our quotation for the cost of required/optional restoration, which will be sent to you via e-mail within a few days of us receiving your package.
10. Respond to the quote by e-mail within the time limit prescribed in our terms.