



System RMA Form
 GDC IT Solutions
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New Toshiba Service Requirements: Your Toshiba notebook or tablet PC MUST be registered with Toshiba at warranty.toshiba.com BEFORE returning the unit to LAM for service. All Toshiba notebooks and tablet PCs that need service MUST be returned with the original AC adapter, power cord, and all Factory Recovery Discs.

New Lenovo Service Requirements: Your Lenovo system MUST be registered with Lenovo at www.lenovo.com/registration/ BEFORE returning the unit to LAM for service. All Lenovo systems MUST be returned with all Factory Recovery Discs and all Lenovo notebooks and tablet PCs MUST be returned with the original AC adapter and power cord.

Company/School Name:	Ship To:
Contact Name:	Contact Name:
E-mail Address:	Address:
Phone:	City:
Fax Number :	State:
GDC Sales Person:	Zip:

<i>Model Number Example: (CY27)</i>	<i>Serial Number (4391n300210x05410)</i>	<i>Problem Descriptions (Notebook does not boot)</i>	<i>Local Admin User Name (administrator)</i>	<i>Local Admin Password (temp password)</i>

This form must be filled out in its entirety in order to have your RMA request processed. Please fill out the form and send to rma@gdcit.com, then print a copy and place it in the box with the returned system. When your RMA request is processed, you will receive an email from pkginfo@ups.com with an electronic UPS Return Label. Please be sure that your mail server will accept mail from pkginfo@ups.com.

Note: If you are not comfortable with sending your local administrator password to GDC IT Solutions, please provide a temporary password for the local administrator account which will allow our technicians to service your system.