GDC

Technology You Can Trust.

GDC IT Solutions
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(717) 697-7580 Fax
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System Repair Request

To request a repair, this form must be filled out in its entirety sent to **rma@gdcit.com.** In addition, please print and place a copy of this form in the box when returning the system. When your return request is processed, you will receive an email from pkginfo@ups.com with an electronic UPS Return Label. Please ensure that your mail server will accept mail from pkginfo@ups.com. *If you are not comfortable with sending the your local administration account password to GDC, please provide a temporary password to allow our technicians to service your system.*

Lenovo Service Requirements. Lenovo systems MUST be registered with Lenovo at https://www.lenovo.com/registration/ before returning to GDC for service. All systems must be returned to GDC with the original AC adapter, power cord, and all factory recovery disks.

Note: All non-warranty claims will be subject to a $99 diagnostics fee per unit. This fee will include all labor charges for diagnostics and repair, as well as any shipping charges to and from the customer. GDC will provide a quote for any additional costs of any parts needed, for the customer to approve, prior to the repair.

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

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