



Please complete this Diagnostic Order Form in its entirety. If you have not already entered a work order through our website, this form will need to be enclosed with your unit. Failure to complete this form in its entirety could result in delays to the repair and return of your unit.

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

Return Address: \_\_\_\_\_ Apt/Suite #: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Country: \_\_\_\_\_

Primary Email Address\*: \_\_\_\_\_ Daytime Phone: \_\_\_\_\_

Would you like to be notified with a diagnosis and quote before any repairs are performed?  Yes  No

Description of the problems you are experiencing with your unit. (Please be as descriptive as possible – if you have been in email correspondence with PDA Smart regarding your unit's problems, feel free to print and enclose that email):

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

How will you pay for your order (choose one)?

Credit Card  Contact Me for Payment  Purchase Order on file with PDA Smart

If Credit Card (Choose one):  Visa  Mastercard  Discover  American Express

Credit Card Number: \_\_\_\_\_ CVC Code: \_\_\_\_\_

Credit Card Expiration Date: \_\_\_\_\_

Name as it appears on your credit card: \_\_\_\_\_

Credit Card Billing Address including zip code (if different from shipping address above):

\_\_\_\_\_

How would you like your package returned (choose one)?

\$8.00 Ground (USA only)  \$18.00 Canada and Mexico  
 \$14.00 2<sup>nd</sup> Day Air (Includes Puerto Rico)  \$24.00 Overnight or International Destinations  
outside North America

Select desired turnaround time:

\$0.00 3-5 days  \$25.00\*\* Expedite – Same day service

\* It is critical that you provide a valid email address that you check frequently. Email will be our primary method of communication. Use of a "free mail" account (Yahoo, Gmail or MSN) that isn't your primary email address or isn't checked regularly could drastically slow down the repair cycle.

\*\* Expedite fee is per unit.

Mail the completed form to: PDA Smart Service Center  
Attention: Receiving Department  
9518 Anderson Mill Road, Suite A  
Austin, Texas 78729 USA