

Date of Request:

--	--

 /

--	--

 / 2

--	--	--

※ Below, If the shipping address is different than the address in [Customer Information], you must check at the left. Before you send your product/s to us for repair.
Please take a moment to complete forms: [HP JP Repair Request Form] and [HP JP Repair Shipping Information Change Form]. Then send them with the product/s.

※ If repair is not under warranty coverage with a service fee, check on the left,
Please complete forms: [HP JP Repair Request Form] and [HP JP Repair Request for Charged Service Form]. And send forms with the product/s.

Customer Information	Repair Receipt No. ^{*1}	5											
	Name												
	Company name												
	Department name												
	Address	〒											
	Contact	TEL:								FAX:			
	Email	Email:											
Repair Product/s Information	What is the issue with our product/s? ^{*2} (be as detailed as possible about the symptom)												
	Since when ? ^{*3}												
	Is the issue only occurring under any special circumstances or conditions? ^{*4}												
	Frequency of the symptom ? ^{*5}	Always	Once a day	Once a week	Others ()								
	Accessories Included ? ^{*6}	NO	Warranty	Power adapter	Power cord	Power cable	Mouse						
		Keyboard	CD () pieces	DVD () pieces	SIM card	Stylus pen							
		Cradle	Others ()										
	Factory OS Configuration	Windows	7	8	8.1	10	Others ()						
		Edition:	Home Premium	Professional	Enterprise	Ultimate							
			Pro	RT	Home	Others()							
vPro setting	32 bit / 64 bit:	32 bit	64 bit	DON'T Know									
	NO	YES	RAID setting	NO	YES	What's the setting ()							
BIOS Password	Released / No setting		Post Power-On ()										
	DriveLock (Master Password:					User Password:)							
Windows administrator' s account	Administrator account username: Password to administrator' s account:												

[Important] Please read the following terms and conditions carefully, and acknowledge with your signature below. ^{*7}

- There is a potential for data loss in the process of repair. Please remember to backup your data.
This includes hard drives, ROM chips, flash cards, etc. HP is not responsible for the restoration or reinstallation of any programs.
- Settings and configurations may be changed in order to repair customer's product/s.
Computers sent in for repair may have the operating system, programs erased from the hard drive and HP does not accept responsibility for data recovery.
- If we identified the issue is caused by an application,
or an application is suspected to be the cause in the process of troubleshooting, we will restore the PC OS to factory default(format the PC Harddrive).
- After reimaging the PC, all data, application, setting and configuration,
etc will be deleted and set to factory default. We can't restoration and compensation. HP does not accept responsibility for data recovery.
- When it's necessary to replace the HDD / SSD, or restore the PC operating system, we'll NOT send a notice in advance. Thanks for your understanding.
- If my number is included in digital data, we can't accept the repair product/s.
- Remove any external options or accessories that would be subject to loss during the repair or replacement process. Include accessories ONLY if it would help the technician determine the issue with your unit. Always return the battery with your unit. Please list any accessories being sent with the computer in the [Accessories Included?] section above.
- Screen protection film, the machine label, seals and or any customized label may be removed during repair and may NOT be restored.
- If the product/s is under valid HP warranty (standard warranty, Care Pack, Contract), we will incur the cost associated with the repair. The repair cost is payable by the customer if the defective is deemed as a result of accidental damage, misuse, liquid spills, abuse, improper or inadequate maintenance, or other external causes.
- For repair is not under warranty coverage with a service fee and the product picture or picture of damaged part is required for insurance claim. Please take the photo by yourself.
- Your product/s will be returned to you if there's no reply from you 30 days after an estimate of cost for repair is provided to you.
- A 4000 yen(tax excluded) diagnostic fee is payable 30 days after an estimate of cost for repair is provided to you or you request a service cancellation.
- For HDD/SSD replacement that is not under warranty coverage with a service fee, we will NOT install operating system prior shipping back the unit. You can install it by yourself.
Operating System Installation Request (additional ¥ 3,000 yen (tax excluded))
※ Please check the box at the left if you want the operating system installed when we ship back the repaired unit by pay a fee.

I hereby agree to the above terms and authorize HP to perform services/repairs to the product I send. Customer Signature (by yourself):

I also agree to the terms and conditions within this Agreement.

*1: Please fill in the 10-digits repair receipt No. from 5.
 *2 / *3 / *4 / *5: If you have called our agents and a ticked No. was provided to you, only brief description is required for these sections.
 *6: In order to prevent any loss of the accessory parts, Include accessories ONLY if it would help the technician determine the issue with your unit.
 *7: If this form is not signed by the customer him/herself,
 we will document it in the repair report and DO NOT accept, DO NOT repair the product/s, and will send the product/s back to the customer without any repair action.