

Optimistic Enterprises Repair Service Center

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 PDASmart 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 Optimistic

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 2nd 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: Optimistic Service Center
Attention: Receiving Department
9518 Anderson Mill Road, Suite A
Austin, Texas 78729 USA