

T Rose Etc.
Repair Request Form

Please follow these steps **BEFORE** sending in your items for repair:

STEP 1: Call our office at 970-388-7164 and ask for a Repair Ticket Number. This will allow us to watch for your package. If your property is valuable enough to need repaired, it is valuable enough not to lose in the mail.

STEP 2: Empty and clean any products in need of repair, per manufacturer's instructions, prior to shipment. Dirt and debris is very hard on the machines. Mark areas on the item in need of repair with blue masking tape; **DO NOT** use duct tape. Please include all available parts, if any. If there are small parts, please put them in a plastic bag or small box before putting them in the package. *If we receive an item that has not been emptied and/or cleaned, the item will be returned to you, at your cost, without repair.*

STEP 3: The product(s) must be securely packaged in a box or wrapper. *Please add your Repair Ticket Number to the package for identification.* Please insure the package, and make sure you get tracking information. You are responsible for the cost of shipping your product to us and for the return shipping as well.

Ship your package to:

T Rose Etc.

Teresia R. Reed

309 Kamal Parkway

Cape Coral, FL. 33904

Please email your tracking information with the Repair Ticket Number so we can keep an eye out for it. Once we receive your package, we will call you within 24 hours to review it with you, and provide you with an estimate of the repair work.

