



**Innovative Concepts, Inc.**  
3440 Roberto Court  
San Luis Obispo, Ca 93401  
805-545-9562

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## WORK REQUEST FORM

Thank you for requesting work from us. We cater to the technical needs of small to medium size businesses. Please fill out this form so that we can best serve you.

Customer ID:

Purchase Order:

If you do not know your Customer ID, please fill out our “New Customer Application”

Please briefly describe your request:

For your convenience, all requests are given a job number and completely tracked. You may go to <https://www.icDocumentation.info> and view the current status of any open jobs, search previous jobs, request future jobs, and perform a variety of other accounting tasks.

By signing below, you are agreeing to the current Innovative Concepts Warranty Policy / Work Authorization Agreement, and the Universal Terms of Service Agreement that can both be found at <http://www.in-con.com>.

\_\_\_\_\_  
Authorization Signature

Printed Name

Date

- This document supersedes, but does not replace, any other agreement between Innovative Concepts and customer.
- Unless otherwise specified on the invoice, warranty coverage is:
  - ▶ 90 days parts warranty on all hardware assembled by Innovative Concepts.
  - ▶ 30 days parts warranty on all upgrades and individual parts manufactured by Innovative Concepts.
- All warranties are in-shop, carry-in, unless otherwise stated on the invoice.
  - ▶ Warranty is void if any tracking numbers have been altered on the invoice.
  - ▶ Warranty is void if the product(s) has been previously altered, repaired, or serviced by any other company or individual other than Innovative Concepts.
  - ▶ This warranty is limited to the original purchaser and is not transferable.
  - ▶ Innovative Concepts reserves the right to withhold all services if customer's account is past due or is not paid in full by the terms stated on the invoice.
- Proof of purchase is required with date of purchase and must be the original receipt containing name and address of purchaser and serial number of products purchased.
- Innovative Concepts is not responsible for any product that has been subject to accidental misuse or operated contrary to the instructions contained in any accompanying, or otherwise available, manuals and/or guides.
- Innovative Concepts is not responsible for software configuration problems caused by the loading or adjusting of software other than those which were provided directly by Innovative Concepts at the time of purchase.
- Dead on Arrival (DOA) claims must be made within 7 days upon receipt of goods. Any claims made after 7 days, if approved, will be for repair only.
- Innovative Concepts staff will complete warranty work as soon as possible. However, there is no guarantee that the work will be completed the same day. Hourly rates are available for any work that needs to be expedited.
- Customer expressly agrees to make payment in full to Innovative Concepts for all purchases in accordance with its invoice(s). Should the customer default on any such payment, the customer expressly agrees to pay interest on any amounts in default at the maximum rate permitted by law. The customer further agrees to pay reasonable attorney fees and court costs and expenses incurred by Innovative Concepts in the collection of any obligation of the customer pursuant thereto. The customer agrees that in the event of suit, venue shall remain in San Luis Obispo County, California. This agreement shall become effective when an individual or company orders any products or services. The customer shall not transfer or assign this agreement without prior written consent of Innovative Concepts. It is expressly agreed by customer and Innovative Concepts that this agreement is entered into at Innovative Concepts place of business in San Luis Obispo County, California and shall be performed by payment from customer to Innovative Concepts place of business.
- Innovative Concepts shall not be liable for direct, indirect, consequential or any other types of damage resulting from the use of any products. These warranties are in lieu of other warranties expressed or implied. Innovative Concepts retains the right to exceed these warranty provisions at any time.
- Please back up all data. Innovative Concepts is not responsible for data lost or accidentally destroyed for any reason. Backups are the sole responsibility of the customer and not Innovative Concept's.
- Anything abandoned (equipment, devices, accessories, etc.) for more than 30 days will become the property of Innovative Concepts and may be sold, recycled, or destroyed at the sole discretion of Innovative Concepts.
- Innovative Concepts bills for all time spent working for any client. See [www.icDocumentation.info](http://www.icDocumentation.info) for details.
  - ▶ In-House minimum: ½ hour, On-Site minimum: 1 hour.
  - ▶ After hours rates are available for any work that needs to be expedited.
- Any returned/bounced check will incur a \$25 fee for each occurrence.
- Any past due invoice will be assessed a late fee at the rate of 1.5% per month (\$1 minimum). Additionally, any discounts indicated on the invoice will be reversed immediately once the invoice becomes past due.
- Innovative Concepts intends to notify customer only once per invoice. Notification may be made via postal service, fax, eMail, or in-person and is generated within 7 days of the service performed. It is the customer's responsibility to request information regarding any potentially lost or misrouted notification.
- If any portion of an invoice is in dispute, a written response should be made within 30 days of the initial notification. Otherwise, the account will be stated.