

S.O.#/CR#/SC#	MAP	LOC	HOME	COUNTER	STORE	DATE TAKEN	BY	SCHEDULED FOR	TIME	AM PM
								DAY DATE		

☐ LABOR WARRANTY ☐ PART WARRANTY ☒ NO WARRANTY

Ref# 043049

BRAND NAME RCA/THOMSON

THOMSON CONSU

CLIENT LAST NAME

Kmart 7238

FIRST NAME

ADDRESS

341 Russell St

CITY

Hadley, MA 01035

STATE

ZIP

AREA CODE

PHONE #

CLIENT COMPLAINT

~~DISTORTED PICTURE~~

MFG DEFECT CODE

ACCESSORIES AND CONDITION OF SET

ANT

CABLE

DL

QC

CLAIM
NUMBER

1266379

SERVICE CENTER NUMBER

064575

MODEL NUMBER

F19424

SERIAL NUMBER

13195B31Q6

DATE PURCHASED

MONTH STOCK YEAR

DATE SERVICE REQUESTED

MONTH 09/26/01 YEAR

DATE SERVICE COMPLETED

MONTH 09/26/01 YEAR

TYPE OF PRODUCT SERVICED

COL-1

CHECK REPAIR CATEGORY
MINOR INT MAJOR

CARRY-IN SERVICE

☐ ☐ ☐

ON SITE SERVICE

☐ ☐ ☐

TECH SERVICE

☐ ☐ ☐

CRT REPLACE

☐ ☐ ☐

STOCK MERCH

☐ ☐ ☒

TECHNICAL
CHARGE

50.00

TOTAL PARTS
CHARGE

OTHER

REMOVAL AND
REINSTALLATION

SALES TAX

TOTAL CHARGE

50.00

ROA

BALANCE

50.00

ESTIMATED TIME FOR COMPLETION
IS _____ WORKDAYS
WORKLOAD AND PARTS ORDERS
COULD CAUSE DELAY

COMPLETED
AND NOTIFIED
BY

PART PURCHASED ON INVOICE #

☐ REPLACE

☐ CREDIT

TRAVEL TIME

MILEAGE

TIME ON JOB

QTY	PART NO	REF #	DESCRIPTION	COST

ACKNOWLEDGEMENT I CERTIFY THAT REPAIRS TO THE ABOVE LISTED PRODUCT, FOR WHICH CLAIM IS MADE UNDER MANUFACTURER'S WARRANTY OR DEALER SERVICE CONTRACT PROVIDING FOR LABOR AND/OR PARTS, IS SATISFACTORY AND THAT NO CHARGE HAS BEEN MADE TO ME FOR THAT PORTION UNDER CLAIM OF WARRANTY

I UNDERSTAND THAT IF NO WARRANTY IS APPLICABLE, FOR ANY REASON, IN WHOLE OR PART, I AM RESPONSIBLE FOR PAYMENT OF THAT PORTION NOT COVERED BY WARRANTY. I AGREE THAT A REPAIRMAN'S LIEN IS HEREBY ACKNOWLEDGED ON THE MERCHANDISE TO SECURE THE AMOUNT OF PAYMENT OWED FOR THE REPAIR, INCLUDING ANY SHIPPING CHARGES

SERVICE WAS SATISFACTORILY COMPLETED

X

CLIENT SIGNATURE

DATE

TECHNICIAN

RELEASED BY

TOPS ELECTRONIC SERVICE
105 WARD HILL AVENUE
HAVERHILL, MA 01835
9783749877

AC LEAKAGE

HV / MW READING

DISTRIBUTOR INFORMATION
NAME

CODE

EXT. WARR
CODE

WARRANTY BILLING ORIGINAL

SO#/CR#/SC#

MAP

LOC

HOME

COUNTER

STORE

DATE TAKEN

BY

SCHEDULED FOR

DAY
DATE

TIME

A M
P M☐ LABOR WARRANTY

Ref# 514843

☐ PART WARRANTY☒

NO WARRANTY

ACCESSORIES AND CONDITION OF SET

ANT

CABLE

DL

MAURA

BRAND NAME

SAMSUNG

SAMSUNG

CLIENT LAST NAME

Kmart 3288

FIRST NAME

CLAIM
NUMBER

1263033

SERVICE CENTER NUMBER

901397

MODEL NUMBER

MW1030WA

SERIAL NUMBER

7MBR324054E

ADDRESS

484 Boston Rd

CITY

Billerica, MA

STATE

01821

ZIP

AREA CODE

PHONE #

(978)667-4176

CLIENT COMPLAINT

HARDWARE DEFECT

MFG DEFECT CODE

DATE PURCHASED

STOCK

SELLING DEALER NAME

K MART BILLERICA, MA

CITY

BILLERICA

DATE SERVICE REQUESTED

08/15/01

SERVICE PERFORMED (CHECK AND DESCRIBE BELOW)

MFG SVC CODE

☐ADJUSTMENTS
OR ALIGNMENTS☐LOOSE
CONNECTIONS☐PART(S)
REPLACED☐

OTHER

DATE SERVICE COMPLETED

08/16/01

TYPE OF PRODUCT SERVICED

MIC

PART PURCHASED ON INVOICE #

☐

REPLACE

☐

CREDIT

TRAVEL TIME

MILEAGE

TIME ON JOB

QTY	PART NO	REF #	DESCRIPTION	COST

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SERVICE WAS SATISFACTORILY COMPLETED

MM

☒

CLIENT SIGNATURE

DATE

TECHNICIAN

RELEASED BY

TOPS ELECTRONIC SERVICE
105 WARD HILL AVENUE
HAVERHILL, MA 01835
9783749877

AC LEAKAGE

HV / MW READING

DISTRIBUTOR INFORMATION

NAME

CODE

EXT WARR
CODE

SALES TAX

TOTAL CHARGE

25.00

ROA

25.00

BALANCE

ESTIMATED TIME FOR COMPLETION

IS WORKDAYS
WORKLOAD AND PARTS ORDERS
COULD CAUSE DELAY

COMPLETED
AND NOTIFIED

BY

WARRANTY BILLING ORIGINAL

SO# / CR# / SC#	MAP	LOC	HOME	COUNTER	STORE	DATE TAKEN	BY	SCHEDULED FOR	TIME	A M	P M
								DAY DATE			

☐ LABOR WARRANTY ☐ PART WARRANTY ☒ NO WARRANTY

Ref# 165955

PANASONIC

PANASONIC SER

BRAND NAME

CLIENT LAST NAME

Kmart 3175

FIRST NAME

ADDRESS

1267 Hooksett Rd

CITY

Hooksett, NH

STATE

03106

ZIP

AREA CODE

(603) 625-5741

PHONE #

CLIENT COMPLAINT

DEAD

MFG DEFECT CODE

ACCESSORIES AND CONDITION OF SET

ANT

CABLE

RP

WSSC

CLAIM
NUMBER

1268116

SERVICE CENTER NUMBER

3928

MODEL NUMBER

PV-V4521

SERIAL NUMBER

D11D96056

DATE PURCHASED

MONTH

STOCK

YEAR

DATE SERVICE REQUESTED

MONTH

10-11-01

YEAR

DATE SERVICE COMPLETED

MONTH

12-03-01

YEAR

TYPE OF PRODUCT SERVICED

VCR-2

CHECK REPAIR CATEGORY
MINOR INT MAJOR

CARRY-IN SERVICE

☐

☐

☐

ON SITE SERVICE

☐

☐

☐

TECH SERVICE

☐

☐

☐

CRT REPLACE

☐

☐

☐

STOCK MERCH

☐

☐

☒

TECHNICAL
CHARGE

25.00

TOTAL PARTS
CHARGE

OTHER

REMOVAL AND
REINSTALLATION

SALES TAX

TOTAL CHARGE

25.00

ROA

BALANCE

25.00

ESTIMATED TIME FOR COMPLETION
IS _____ WORKDAYS
WORKLOAD AND PARTS ORDERS
COULD CAUSE DELAY

COMPLETED
AND NOTIFIED
BY

PART PURCHASED ON INVOICE #

☐ REPLACE

☐ CREDIT

TRAVEL TIME

MILEAGE

TIME ON JOB

QTY

PART NO

REF #

DESCRIPTION

COST

1 SENT TO FAC

SENT OUT TO FACTORY

ACKNOWLEDGEMENT: I CERTIFY THAT REPAIRS TO THE ABOVE LISTED PRODUCT, FOR WHICH CLAIM IS MADE UNDER MANUFACTURER'S WARRANTY OR DEALER SERVICE CONTRACT PROVIDING FOR LABOR AND/OR PARTS, IS SATISFACTORY AND THAT NO CHARGE HAS BEEN MADE TO ME FOR THAT PORTION UNDER CLAIM OF WARRANTY

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SERVICE WAS SATISFACTORILY COMPLETED

X

CLIENT SIGNATURE

DATE

RX

TECHNICIAN

RELEASED BY

TOPS ELECTRONIC SERVICE
105 WARD HILL AVENUE
HAVERHILL, MA 01835
9783749877

AC LEAKAGE

HV / MW READING

DISTRIBUTOR INFORMATION

NAME

CODE

EXT WARR
CODE

WARRANTY BILLING ORIGINAL

SO# / CR# / SC#	MAP	LOC	HOME	COUNTER	STORE	DATE TAKEN	BY	SCHEDULED FOR	TIME	AM PM
								DAY DATE		

☐ LABOR WARRANTY ☐ PART WARRANTY ☒ NO WARRANTY

Ref# 039579

PANASONIC

PANASONIC SER

BRAND NAME

CLIENT LAST NAME

Kmart 9521

FIRST NAME

ADDRESS

389 Main St

CITY

Madawaska, ME

STATE

04756

ZIP

AREA CODE

PHONE #

CLIENT COMPLAINT

~~DISTORTED PICTURE~~

MFG DEFECT CODE

ACCESSORIES AND CONDITION OF SET

AMT

CABLE

DL

WSSC

CLAIM
NUMBER

1271250

SERVICE CENTER NUMBER

3928

MODEL NUMBER

PV-V4021

SERIAL NUMBER

F1IH84310

DATE PURCHASED

STOCK

DATE SERVICE REQUESTED

11/21/01

DATE SERVICE COMPLETED

11/21/01

TYPE OF PRODUCT SERVICED

VCR-2

CHECK REPAIR CATEGORY
MINOR INT MAJOR

CARRY-IN SERVICE

☐ ☐ ☐

ON SITE SERVICE

☐ ☐ ☐

TECH SERVICE

☐ ☐ ☐

CRT REPLACE

☐ ☐ ☐

STOCK MERCH

X ☒ ☐ ☐

TECHNICAL
CHARGE

30.00

TOTAL PARTS
CHARGE

OTHER

REMOVAL AND
REINSTALLATION

SALES TAX

TOTAL CHARGE

30.00

ROA

BALANCE

30.00

ESTIMATED TIME FOR COMPLETION
IS _____ WORKDAYS
WORKLOAD AND PARTS ORDERS
COULD CAUSE DELAY

COMPLETED
AND NOTIFIED
BY

PART PURCHASED ON INVOICE #

☐ REPLACE

☐ CREDIT

TRAVEL TIME

MILEAGE

TIME ON JOB

QTY	PART NO	REF #	DESCRIPTION	COST

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SERVICE WAS SATISFACTORILY COMPLETED

X

CLIENT SIGNATURE

DATE

RS

TECHNICIAN

RELEASED BY

TOPS ELECTRONIC SERVICE
105 WARD HILL AVENUE
HAVERHILL, MA 01835
9783749877

AC LEAKAGE

HV / MW READING

DISTRIBUTOR INFORMATION

NAME

CODE

EXT WARR
CODE

WARRANTY BILLING ORIGINAL

SO#/CR#/SC#	MAP	LOC	HOME	COUNTER	STORE	DATE TAKEN	BY	SCHEDULED FOR	TIME	A M	P M
								DAY DATE			

☐ LABOR WARRANTY

Ref# 585291

☐ PART WARRANTY

☒ NO WARRANTY

ACCESSORIES AND CONDITION OF SET

ANT

CABLE

DL

MAURA

BRAND NAME

WHTWEST

CLIENT LAST NAME

Kmart 4448

FIRST NAME

ADDRESS

161 S Broadway

CITY

STATE

ZIP

AREA CODE

PHONE #

Salem, NH 03079

(603)893-6181

CLIENT COMPLAINT

DAMAGED

MFG DEFECT CODE

CLAIM NUMBER

1271252

SERVICE CENTER NUMBER

MODEL NUMBER

WW600

SERIAL NUMBER

7MAR969701

DATE PURCHASED

MONTH

STOCK

YEAR

SELLING DEALER NAME

K MART SALEM, NH

CITY

SALEM

DATE SERVICE REQUESTED

MONTH

11/21/01

YEAR

SERVICE PERFORMED (CHECK AND DESCRIBE BELOW)

☐

ADJUSTMENTS
OR ALIGNMENTS

☐

LOOSE
CONNECTIONS

☐

PART(S)
REPLACED

☐

OTHER

MFG SVC CODE

DATE SERVICE COMPLETED

MONTH

11/21/01

YEAR

TYPE OF PRODUCT SERVICED

MIC

CHECK REPAIR CATEGORY

MINOR

INT

MAJOR

CARRY-IN SERVICE

☐
☐
☐

ON SITE SERVICE

☐
☐
☐

TECH SERVICE

☐
☐
☐

CRT REPLACE

☐
☐
☐

STOCK MERCH

☒
☐
☐

TECHNICAL
CHARGE

25.00

TOTAL PARTS
CHARGE

OTHER

REMOVAL AND
REINSTALLATION

SALES TAX

ACKNOWLEDGEMENT I CERTIFY THAT REPAIRS TO THE ABOVE LISTED PRODUCT, FOR WHICH CLAIM IS MADE UNDER MANUFACTURER'S WARRANTY OR DEALER SERVICE CONTRACT PROVIDING FOR LABOR AND/OR PARTS, IS SATISFACTORY AND THAT NO CHARGE HAS BEEN MADE TO ME FOR THAT PORTION UNDER CLAIM OF WARRANTY.

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SERVICE WAS SATISFACTORILY COMPLETED

X

CLIENT SIGNATURE

DATE

TECHNICIAN

RELEASED BY

TOPS ELECTRONIC SERVICE
105 WARD HILL AVENUE
HAVERHILL, MA 01835
9783749877

AC LEAKAGE

HV / MW READING

DISTRIBUTOR INFORMATION

NAME

CODE

EXT. WARR
CODE

TOTAL CHARGE

25.00

ROA

BALANCE

25.00

ESTIMATED TIME FOR COMPLETION

IS _____ WORKDAYS
WORKLOAD AND PARTS ORDERS
COULD CAUSE DELAY

COMPLETED
AND NOTIFIED

BY

WARRANTY BILLING ORIGINAL

SO#/CR#/SC#

MAP

LOC

HOME

COUNTER

STORE

DATE TAKEN

BY

SCHEDULED FOR

TIME

A M

DAY
DATE

P M

☐ LABOR WARRANTY

Ref# 043038

☐ PART WARRANTY☒

NO WARRANTY

ACCESSORIES AND CONDITION OF SET

ANT

CABLE

DL

70006

BRAND NAME

RCA/THOMSON

THOMSON CONSU

CLIENT LAST NAME

Kmart 7238

FIRST NAME

ADDRESS

367 Russell St

CITY

Hadley, MA 01035

STATE

ZIP

AREA CODE

PHONE #

CLIENT COMPLAINT

DAMAGED

MFG DEFECT CODE

CLAIM
NUMBER

1267531

SERVICE CENTER NUMBER

064575

MODEL NUMBER

F27615

SERIAL NUMBER

014436188

DATE PURCHASED

MONTH

STOCK

YEAR

DATE SERVICE REQUESTED

MONTH

10/04/01

YEAR

DATE SERVICE COMPLETED

MONTH

11/01/01

YEAR

TYPE OF PRODUCT SERVICED

COL-1

SELLING DEALER NAME

K MART HADLEY, MA

CITY

HADLEY

SERVICE PERFORMED (CHECK AND DESCRIBE BELOW)

☐ADJUSTMENTS
OR ALIGNMENTS☐LOOSE
CONNECTIONS☐PART(S)
REPLACED☐

OTHER

MFG SVC CODE

~~RETURNED UNREPAIRED~~

CHECK REPAIR CATEGORY

MINOR

INT

MAJOR

CARRY-IN SERVICE

☐☐☐

ON SITE SERVICE

☐☐☐

TECH SERVICE

☐☐☐

CRT REPLACE

☐☐☐

STOCK MERCH

☒☐☐TECHNICAL
CHARGE

25.00

TOTAL PARTS
CHARGE

OTHER

REMOVAL AND
REINSTALLATION

SALES TAX

TOTAL CHARGE

25.00

ROA

BALANCE

25.00

ESTIMATED TIME FOR COMPLETION
IS _____ WORKDAYS
WORKLOAD AND PARTS ORDERS
COULD CAUSE DELAYCOMPLETED
AND NOTIFIED

BY

PART PURCHASED ON INVOICE #

☐ REPLACE☐ CREDIT

TRAVEL TIME

MILEAGE

TIME ON JOB

QTY

PART NO

REF #

DESCRIPTION

COST

ACKNOWLEDGEMENT: I CERTIFY THAT REPAIRS TO THE ABOVE LISTED PRODUCT, FOR WHICH CLAIM IS MADE UNDER MANUFACTURER'S WARRANTY OR DEALER SERVICE CONTRACT PROVIDING FOR LABOR AND/OR PARTS, IS SATISFACTORY AND THAT NO CHARGE HAS BEEN MADE TO ME FOR THAT PORTION UNDER CLAIM OF WARRANTY.

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SERVICE WAS SATISFACTORILY COMPLETED

JC

☒

CLIENT SIGNATURE

DATE

TECHNICIAN

RELEASED BY

TOPS ELECTRONIC SERVICE
105 WARD HILL AVENUE
HAVERHILL, MA 01835
9783749877

AC LEAKAGE

HV / MW READING

DISTRIBUTOR INFORMATION

NAME

CODE

EXT. WARR
CODE

WARRANTY BILLING ORIGINAL

SO# / CR# / SC#	MAP	LOC	HOME	COUNTER	STORE	DATE TAKEN	BY	SCHEDULED FOR	TIME	AM PM
								DAY DATE		

☐ LABOR WARRANTY ☐ PART WARRANTY ☒ NO WARRANTY

Ref# 039580

BRAND NAME SYLVANIA/FUNAI

FIRST NAME BILL FUNAI

CLIENT LAST NAME

Kmart 9521

ADDRESS

389 Main St

CITY

Madawaska, ME

STATE

04756

ZIP

AREA CODE

PHONE #

CLIENT COMPLAINT

DAMAGED

MFG DEFECT CODE

ACCESSORIES AND CONDITION OF SET

ANT

CABLE

DL

WSSC

CLAIM
NUMBER

1271245

SERVICE CENTER NUMBER

MODEL NUMBER

KVS600

SERIAL NUMBER

U12122706

DATE PURCHASED

STOCK

DATE SERVICE REQUESTED

11/21/01

DATE SERVICE COMPLETED

12/07/01

TYPE OF PRODUCT SERVICED

VCR -2

CHECK REPAIR CATEGORY
MINOR INT MAJOR

CARRY-IN SERVICE

☐ ☐ ☐

ON SITE SERVICE

☐ ☐ ☐

TECH SERVICE

☐ ☐ ☐

CRT REPLACE

☐ ☐ ☐

STOCK MERCH

X ☒ ☐ ☐

TECHNICAL
CHARGE

25.00

TOTAL PARTS
CHARGE

OTHER

REMOVAL AND
REINSTALLATION

SALES TAX

TOTAL CHARGE

25.00

ROA

25.00

BALANCE

ESTIMATED TIME FOR COMPLETION
IS _____ WORKDAYS
WORKLOAD AND PARTS ORDERS
COULD CAUSE DELAY

COMPLETED
AND NOTIFIED
BY

PART PURCHASED ON INVOICE #

☐ REPLACE

☐ CREDIT

TRAVEL TIME

MILEAGE

TIME ON JOB

QTY	PART NO	REF #	DESCRIPTION	COST

ACKNOWLEDGEMENT I CERTIFY THAT REPAIRS TO THE ABOVE LISTED PRODUCT, FOR WHICH CLAIM IS MADE UNDER MANUFACTURER'S WARRANTY OR DEALER SERVICE CONTRACT PROVIDING FOR LABOR AND/OR PARTS, IS SATISFACTORY AND THAT NO CHARGE HAS BEEN MADE TO ME FOR THAT PORTION UNDER CLAIM OF WARRANTY

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SERVICE WAS SATISFACTORILY COMPLETED

RS

X

CLIENT SIGNATURE

DATE

TECHNICIAN

RELEASED BY

TOPS ELECTRONIC SERVICE
105 WARD HILL AVENUE
HAVERHILL, MA 01835
9783749877

AC LEAKAGE

HV / MW READING

DISTRIBUTOR INFORMATION

NAME

CODE

EXT WARR
CODE

WARRANTY BILLING ORIGINAL



Kmart Corporation 011075150

CHECK NUMBER 004034828

PAY : FIFTY AND 00/100 DOLLARS

TO THE ORDER OF

TOPS ELECTRONIC SERVICE

105 WARD HILL AVE
HAVERHILL MA 01835

COMERICA BANK & TRUST N.A.
ANN ARBOR, MI

CHECK DATE
01/15/2002

CHECK AMOUNT
*****50.00

PAYMENT STOPPED

DO NOT REDEPOSIT

VOID AFTER 6 MONTHS

AUTHORIZED SIGNATURE (SIGNATURE LINE CONTAINS X-MART LOGO)

THIS DOCUMENT IS PRINTED IN BLUE INK AND CONTAINS SECURITY FEATURES ON BOTH SIDES. DO NOT ACCEPT UNLESS THESE SECURITY FEATURES ARE PRESENT.

⑈004034628⑈ ⑈072404786⑈ 2176965339⑈

⑈0000005000⑈

KG30010210-325 OFFICE/BRANCH: 9554/9554 ACCT. NO. 65300011437-0

Page 1 of 1
01/30/2002

ADVICE FOR UNPAID DEPOSITED ITEMS
ACCOUNT TYPE: REGULAR DDA - DIRECT

WE ARE CHARGING YOUR ACCOUNT FOR ITEMS
RETURNED UNPAID AS LISTED BELOW AND
A RETURN ITEM HANDLING FEE.

THE FOLLOWING ITEMS HAVE BEEN RETURNED.
ITEMS: 1
AMOUNT: \$50.00
FEE: \$8.00
TOTAL: \$58.00

Reason: REFER TO ITEM

TOPS ELECTRONICS SERVICES INC
105 WARD HILL AVE
HAVERHILL MA 01835-6928

SOVEREIGN NEW ENGLAND
PO BOX 841002
BOSTON MA 02284
1-877-768-2265