

## How to arrange for service:

### 1. Login

Don't have a login? Click

[Sign Up Now](#)

### Existing Customer Login!

Email Or ID:

Password:

Remember me on this device

[Log In](#) [Forgot Password](#)

### 2. Click the 'Service' button located next to your warranty record in the dashboard.

Type	Card No	Customer	Equipment	Entered	Status	Actions
1089	3000001	NICK ENG	XBOX ONE 1234	3/28/2014	Registered	<a href="#">Review</a> <a href="#">PLF</a> <a href="#">Service</a>

1

**Note:** If after you have logged in, you do not have any warranties listed under your 'registered warranties' you must first add your warranty to your account by completing the registration process. For more information please see our [warranty registration instructions](#).

3. Choose your repair type:
  - a. For a warranty that has not expired choose 'Covered Warranty Repair'
  - b. If your warranty has expired and you would like a repair estimate choose 'Out Of Warranty Repair Estimate'.

Mack Arrange For Service - Step 1 of 7

### Mack Worldwide Warranty - Arrange For Service

To initiate a claim for equipment repair, please provide the following information. Once completed and verified, you will receive an R.A. (Return Authorization) along with instructions on shipping the item in for repair.

Repair Type:

Service Contract Type:

Service Contract #: 3000001

Equipment Type: GAME

Equipment Brand: XBOX

Equipment Model: ONE

Equipment Serial #: 1234

Return Shipping Method:

\* You may also choose a return shipping method on this screen which will provide you with expedited shipping at an additional cost \*

4. Enter the description of the problem you are having with your unit.

Mack Arrange For Service - Step 2 of 7

### Problem Description

PLEASE DESCRIBE THE PROBLEM YOU ARE EXPERIENCING WITH THE EQUIPMENT, AND INCLUDE AS MUCH DETAIL AS POSSIBLE.

5. Enter your billing address.

Mack Arrange For Service - Step 3 of 7

### Billing Address

User Account Type:

First Name:

Last Name:

Address:

Apt./Suite#:

Country:

City:

State/Prov.:

Zip:

Phone:

Email:

6. Enter your return shipping address.

Mack Arrange For Service - Step 4 of 7

### Enter A Return Shipping Address

First Name: NICK

Last Name: ENG

Address: 200 MORRIS AVENUE

Apt./Suite#: APT./SUITE#

Country: USA

City: SPRINGFIELD

State/Prov.: NEW JERSEY

Zip: 07081

← Previous   × Cancel   Next →

7. Payment for expedited shipment. You will be required to enter a credit card number if you have chosen a faster return shipping method at the beginning of this process. Your credit card will only be used to pay for return shipping at this time. No other charges will be made to your credit card.

Mack Arrange For Service - Step 5 of 7

### Payment

Shipping Amount: \$ 28.00

Payment Options: CREDIT CARD

Name On Card: NAME AS IT APPEARS ON THE CARD

Credit Card Number: 16 DIGIT CARD NUMBER (NO SLASHES OR DASHES)

Expiration Month: EXPIRATION MONTH

Expiration Year: EXPIRATION YEAR

CVV Number: CVV NUMBER

← Previous   × Cancel   Next →

8. Review your arrange for service request. If you are ready to submit your request , click 'Confirm and Proceed'.

Mack Arrange For Service - Step 6 of 7

### Review

Please verify the following information and confirm to receive your Return Authorization #.

Warranty Type: 1089 - 3 Yr Game Console Under \$500      Warranty Number: 3000001

#### Customer Information

Billing Address		Shipping Address	
First Name:	NICK	First Name:	NICK
Last Name:	ENG	Last Name:	ENG
Address:	200 MORRIS AVENUE	Address:	200 MORRIS AVENUE
Apt./Suite#:		Apt./Suite#:	
City:	SPRINGFIELD	City:	SPRINGFIELD
State/Prov:	NJ	State/Prov:	NJ
Zip/Postal:	07081	Zip/Postal:	07081
Country:	USA	Country:	USA
Phone:	973/467-2291		
Email:	nicka@mackcam.com		

#### Equipment Details

Equipment Type:	GAME
Equipment Make:	XBOX
Equipment Model:	ONE
Equipment Serial:	1234

#### Arrange For Service Details

Equipment Issue:	DISK ERROR
Return Shipping:	UPS Next Day Air®
Shipping Amount:	\$ 28.00
Payment Method:	CDC
RA #:	Confirm to receive Return Authorization #10

← Previous    ✖ Cancel    Confirm and Proceed →

9. Once your repair request has been confirmed you will be presented with your repair authorization details which contains your **Repair Authorization Number** and instructions explaining how to send your unit to our facility for repair.

Mack Arrange For Service - Step 7 of 7

### Your Mack Warranty Repair Authorization Is Confirmed.

- Your repair authorization number is # 10000025
- Your total cost for return shipping is \$ 28
- Please be sure to enclose a check or money order in the amount indicated, payable to Mack Camera with your return.
- Please be sure to print and fill out completely any additional required forms and include them with your return.

#### 3 Easy steps to ship your equipment:

- INCLUDE PAPERWORK**  
Please include copies of the following documentation:
  - Return Authorization Form
  - Warranty Card
  - Bill of Sale
- SECURE YOUR PACKAGE**  
Use 2-3 inches of thick bubble wrap on all sides of the item & place in a corrugated box  
**IMPORTANT: Make sure your equipment cannot move freely in the box. DO NOT USE: NEWSPAPER, FOOD PRODUCTS, OR STYROFOAM 'PEANUTS' AS PACKING MATERIAL.**

10. After you have finished reviewing your service request click 'Complete'. You will then return to your dashboard and click on 'Service Requests' to view any open requests.

 Reports

registered warranties **service requests**

Sort By:  Search:

RA Number	Repair Type	Customer	Make	Initiated	Status	Actions
10000202	Warranty	Nick Eng	test test	4/4/2014	<a href="#">Status</a>	<a href="#">Review</a> <a href="#">PDF</a>

1

**You may also return to this list to check the status of your repair, review your request details or download a PDF copy of your request paperwork.**

# How to check the status of your repair:

## 1. Login

Existing Customer Login!

Email Or ID:

Password:

Remember me on this device

[Log In](#) [Forgot Password](#)

## 2. Click 'Service requests' under the Reports section of the dashboard

 **Reports**

warranties **service requests** aps order imports open orders invoice history

Sort By:  Search:

RA Number	Repair Type	Customer	Make	Initiated	Status	Actions
10000025	Warranty	NICK ENG	XBOX ONE	4/4/2014	<a href="#">Status</a>	<a href="#">Review</a> <a href="#">Email</a> <a href="#">PDF</a>
10000002	Warranty	MACK CAMERA STORE	APPLE IPHONE 5S 32GB	3/27/2014	<a href="#">Status</a>	<a href="#">Review</a> <a href="#">Email</a> <a href="#">PDF</a>

## 3. Roll over the 'Status' button to display the status of your repair.

RA Number	Repair Type	Customer	Make	Initiated	Status	Actions
10000025	Warranty	NICK ENG	XBOX ONE	4/4/2014	<a href="#">Status</a>	<a href="#">Review</a> <a href="#">Email</a>
10000002	Warranty	MACK CAMERA STORE	APPLE IPHONE 5S 32GB	3/27/2014	<a href="#">Status</a>	<a href="#">Review</a> <a href="#">Email</a>

**RA ISSUED**