

Dealer4 Service – Florida Service Center

PLEASE PRINT THIS PAGE, FILL IT OUT, AND SEND IT WITH YOUR MACHINE

Dealer4 Shipping DO's and DON'Ts Checklist

___ Please **DO** contact us by email or telephone to schedule your service before shipping your machine.

___ Please **DO**, after shipping your machine, EMAIL the Fedex Tracking Number to bbinghamfla@gmail.com so we can pick your machine up promptly when it arrives.

___ Please **DO** pack the machine tightly in the original packaging or inside a heavy-duty box with bubble wrap and cushioning material. A FedEx 12x12x18 box and 10-15 feet of 24" large-bubble bubble wrap works well.

___ Please **DO** include 1 or 2 plastic "Open Up" boards (if you use them) with cards that you use so we can adjust your machine to best fit your equipment, especially if you have problems with boards fitting properly, cards sliding between pockets, cards dropping improperly into pockets, card recognition errors, etc...

___ **Recommended:** Insure the shipment with FedEx for at least \$4,900 (for replacement), or \$500 (for damage). If you do not insure the machine and the machine arrives damaged, or the machine is not carefully packed, you will be responsible for any additional parts and repair charges. If you do not insure the machine for its full value, you are financially responsible if the machine is lost in transit (Note – we've not had this happen).

___ Please **DON'T** include (1) the white USB cable, (2) the black power supply "brick", or (3) the black power cord (they just add weight and increase the shipping costs). Exception: If you're experiencing connection or power error messages, the machine fails to power up, or the gates inside do not work properly, please **DO** include all 3 of the cables/items mentioned above so they can be tested.

___ Please **DON'T** include the plastic 3"x10"x1/2" plastic dealing platform (it just adds shipping weight/cost).

___ Please **DON'T** include a check. You will be invoiced based on the actual parts cost and shipping cost.

___ Please **DO** write below or on a separate sheet of paper any problem(s) you are having with the machine.

___ Please **DO** supply below the return address where you want the machine shipped. Note: We insure our return shipments, and the package will require signature upon receipt. Specify your club address only if someone is there from about 10am to 5pm. If you have any questions, please don't hesitate to contact us.

Club Name: _____

Contact name: _____

Street Address: _____

Check box if this is a residential address

City, State, Zip: _____

Email address: _____

Phone numbers (include area code): _____

Date machine must be back by: _____

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Please read these instructions in their entirety. Complete the information on page one (please print) and include it in the package with your machine. Include your name and phone number(s) so that you can be reached if we have any questions during servicing. Always feel free to contact us with any questions.

PACKING YOUR MACHINE

Your machine is valuable. Please pack your machine carefully to prevent damage in transit. It is best to use the original box and packing materials. If they are no longer usable or available, a double-walled 12x12x18 inch box and about 10-15 feet of 2 foot wide large-bubble bubble wrap works well. If in doubt, have FedEx pack the machine for you.

SHIPPING YOUR MACHINE

Ship your machine to our local FedEx office. You must use FedEx (FedEx offices will not accept non-FedEx packages). Inside Florida, we suggest you use Fedex Ground service, as it is the least expensive option but provides 1 day service. Please give FedEx our email address and phone number (below) and FedEx will normally notify us when your package arrives. Please email us the tracking number that FedEx gives you, so we will know the expected delivery date/time and when the package arrives. Use this shipping address:

TO: Bill Bingham c/o
FedEx Office Print & Ship Center
17505 Preserve Walk Lane
Tampa, FL 33647

Please Give FedEx our contact info:

Email: bbinghamfla@gmail.com

Phone: 813-294-0870

HINTS, TIPS, AND ADDITIONAL INFORMATION

You will normally be without your machine for approximately 7 days. It may take longer if there are (a) significant problems, or (b) if we received the machine without advance notice, or (c) if you are outside of Florida and don't choose an FedEx Express shipping option. Here are some suggestions to assist you during the time you will be without your machine:

- Make several sets of boards ahead of time before shipping the machine.
- Cooperate with another club in your area who also owns a machine and alternate servicing your machines.
- Have your players make the boards themselves as they did before you owned a machine.
- Hand-make the boards yourself (have your players suit and sort the cards after each game).
- Shuffle, deal, and play for the week while your machine is being serviced.
- Schedule the service well in advance during a time when your club is closed due to a local tournament.

Please ship your machine only after you've contacted our Service Center to schedule your service. While we can often accommodate last minute service needs, we're sometimes busy and we may not be able to commit to the 7-day turnaround unless you pre-schedule.

COSTS AND PAYMENT

No pre-payment is required. The return package with your machine will include a detailed invoice, payable upon receipt. A pre-addressed envelope for your payment check will be enclosed for your convenience. Credit card payment is not currently available.

Dealer4 recommends routine service every three (3) years, or after every 50,000 deals, whichever comes first. Regular service always includes replacement of the feed roller(s) at a parts cost of \$18-\$24. Often the eight internal (green) rollers are also worn enough to require replacement – the internal rollers are replaced at a parts cost of \$11 each. Replacement of other broken, worn or damaged parts (e.g. plastic board guides, bearings, cover, floor plate) incur an additional parts cost but no additional labor charges. If the USB port is broken and your machine requires a new USB port to be soldered to the printed circuit board, an additional hour of labor will be charged. The service fee includes repacking your machine and dropping it back off at FedEx for return to you. If the box and packing materials are no longer usable, we are happy to provide new packing materials for the return shipment at our cost.