



GAME REPAIR INSTRUCTIONS

PLEASE ENSURE CUSTOMER HAS BACKED UP ALL IMPORTANT FILES, DATA IS NOT COVERED UNDER ANY CIRCUMSTANCES

1. Please note that it is very important to send the AC Adapter that came with your unit; do **NOT** send in games.

2. It is also important that you supply the Service Center with passwords needed to gain access to your Gaming System, including password protected **System Setup and/or Operating System**. **Password(s):**

3. Please use the space below to describe the difficulty you are experiencing with your game to help us better service your unit. Be very specific explaining the problem, so we can duplicate the symptoms.

4. If UPS regularly picks up at your location, you can put the defective unit in with your regular pick-ups. Otherwise, please call 888.881.2279 to schedule a pick up. If you need assistance, please contact Encompass Customer Service at 800.881.3344, ext. 1121.

5. Please complete the following:

RAC Store Number: _____ Telephone Number: _____

PO Number: _____ SIMS Number: _____ Make: _____

Model: _____ Serial Number: _____

If you have any questions, please contact Customer Service at 800.881.3344.

Best Time to Contact You: _____

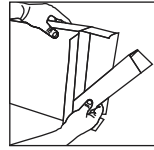
Signature

Date

PACKAGING INSTRUCTIONS

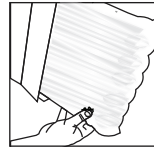
1

Remove Power Supply Insert



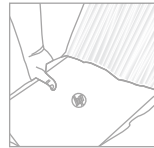
2

Pull Out Air Filled Bag



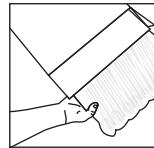
3

Safely Place Game into Air Filled Bag



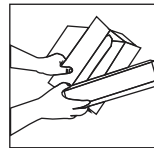
4

Place Air Filled Bag into Shipping Box



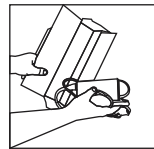
5

Place Power Supply Insert on Top of Air Filled Bag



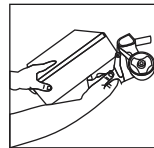
6

Place Power Supply with All Cords into Insert



7

Close and Seal Box with Shipping Tape



8

Ship using Return Label



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