

# WordStock Hardware Repairs

## Terms / Charges / Conditions

WordStock repair terms are: a labor fee of \$55.00/hour, plus the cost of parts required and return shipping.

In addition, we assess a non-refundable bench charge of \$55.00 to cover the cost of evaluating the problem component.

At your request, we'll provide an estimate of the total repair cost; if you decide **not** have the unit repaired, the bench charge stands.

If you decide to have the item repaired, we will consider the \$55.00 to be the first hour of labor.

## Repair Parts Available

Have a local repair tech but lack the necessary repair parts? WordStock has parts and sub assemblies available for most repairable hardware devices, including your WordStock computer.

## Turn Around Time

Typically, repairs are completed and shipped back to you within 3-4 weeks of the date the unit is received at WordStock.

## Downtime - Rent to Prevent

Don't let repair downtime leave you without a critical system component! WordStock has all supported hardware devices available for rental at reasonable rates. Check out these possibilities at:

[http://www.wordstock.com/pdf/hardware\\_rentals.pdf](http://www.wordstock.com/pdf/hardware_rentals.pdf)

## Time to Upgrade?

While it is usually cost effective to repair a problem terminal, printer, barcode scanner, or other device, be mindful that upgrade alternatives to that repair can enhance your system's effectiveness.

WordStock Sales is always ready to assist with the latest, most efficient upgrade possibilities.

## Repairable Hardware

We provide comprehensive repair and maintenance services for all WordStock components, including:

Ithaca 153 receipt printer

Ithaca 52/53 receipt printer

Axiohm receipt printer

Link MC5 terminal

Okidata ML 320/321 printer

Okidata Turbo 320/321 printer

Okidata 590/591 printer

Okidata 3410 printer

Sherwood terminal

Symbol LL-500 (Omnalink)

Symbol LT1700/1800

Symbol Cobra LT1900

Symbol LS9100 (R2D2)

Symbol RS232 or

Keyboard Wedge Synapse