SERVICES AGREEMENT

TRUCK ECM
Computer Specialist

315 W Mockingbird Ln., Dallas, Texas 75247 • 214-819-0517

INSTRUCTIONS:

1. The SERVICES AGREEMENT Form must be completed in full.
2. If more than one unit is being sent, one form must be completed for **each** unit.
3. Please provide us with an email if you want to receive status updates, received/shipped, on your order.

CUSTOMER INFORMATION:

NAME: _____ **COMPANY:** _____

ADDRESS: _____ **TEL#:** _____

CITY, STATE & ZIP: _____ **EMAIL:** _____

PROCESSING INFORMATION:

PLEASE CHOOSE THE SERVICES NEEDED FOR YOUR ECM:

DIAGNOSTIC

☐ ECM Diagnostic ☐ Truck Computer Diagnostic

REPAIR

☐ **I understand and will accept**, if my ECM Unit IS NOT repairable, that I will require an Exchange ECM Unit.

☐ Save me shipping charges. If my ECM Unit is not repairable or usable as a core, DO NOT SEND IT BACK TO ME.

☐ **I AM NOT** willing to accept an Exchange ECM Unit if my ECM Unit IS NOT repairable. Send it back to me and charge me shipping & handling.

EXCHANGE

☐ **I AM** purchasing an Exchange ECM Unit from TruckEcm. Also, I understand that the Exchange ECM Unit will be shipped out the same day if I place my order before 2p.m.; otherwise, the Exchange ECM unit will ship out the next business day.

PROGRAMMING

☐ Parameters Adjustment ☐ ECM Programming/Re-Programming

ECM INFORMATION:

ECM: _____ **YEAR:** _____ **ESN:** _____ **MODEL:** _____

OEM#-P/N: _____ **VIN #** | | | | | | | | | | | | | | | | |

DESCRIPTION OF PROBLEM:

_____

_____

WHERE DID YOU FIND US? **GOOGLE** ☐ **E-BAY** ☐ **REFERRAL** ☐ **WEBSITE** ☐ **OTHER:** _____

- All devices left at TruckECM after 15 days become property of TruckECM.
- All devices worked on or looked at will have a standard $75 diagnostic fee.
- All devices approved for repair will have a minimum service cost of $200 regardless if TruckECM attempts to repair the device and the device is non-repairable.
- I understand any services rendered by TruckECM may void the original manufacturer's warranties for the device. TruckECM does not assume, and expressly disclaims, any liability in the event that the manufacturer's warranties are voided due to service provided by TruckECM.
- I expressly waive all claims against TruckECM for any damages to the device due to service by TruckECM which includes, but is not limited to: truck damage, towing fees, down time losses or expenses that are incidental to the service rendered by TruckECM.
- I understand TruckECM warrants repairs for a period of one (1) year from the date of service and I have reviewed and understood the services warranty provided to me.
- TruckECM will not be held responsible for any damage from any attempt of repairs.
- HEAT TREATMENT: TruckECM will not be responsible for any damages due to, or related to, heat treatment that may be required to repair your device. You are aware there is a chance that your device will not power up after the heating process and you assume all risk regarding any heat treatment service performed on your device.

PLEASE NOTE: THE CUSTOMER IS RESPONSIBLE FOR THE PROGRAMMING OF FEATURES/PARAMETERS IF OUR ECM IS SENT OUT FIRST -- AS WE WILL NOT HAVE ACCESS TO THE ORIGINAL PROGRAMMING TO BE TRANSFERRED OVER TO THE NEW ECM. THE CUSTOMER IS RESPONSIBLE TO PROVIDE TRUCKECM WITH A FULL AND ACCURATE PRINT-OUT FOR YOUR TRUCK TO HELP ENSURE THE ECM WILL CORRECTLY WORK AND TO HELP ENSURE PROPER PROGRAMMING. TRUCKECM IS NOT RESPONSIBLE FOR ANY MISAPPLICATION, MISCALIBRATION, OR MALFUNCTION OF CUSTOM PROGRAMING REQUESTED BY THE CUSTOMER. TRUCKECM IS NOT RESPONSIBLE FOR, NOR ACCOUNTABLE FOR, ANY CURRENT OR EXISTING PROBLEMS OR FAULTS THAT EXIST IN THE CUSTOMER'S TRUCK THAT IS CUSTOM PROGRAMMED.

Signature: _____ Date: _____