



**DIRECTV compatible standard receivers (non-HDTV or DVR type product)  
All models regardless of manufacturer.**

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**Minimum Bench Fee** \$25 + Return Shipping  
**Repairs** \$79 (All repairs include the cost of parts, labor, and return shipping via UPS or FedEx Ground services to your home or business.)

**Prices effective through September 1, 2009**

**Express Shipping – Available upon request. You will incur additional costs to have product express shipped back to you.**

**[NOTE: Please include your access card and remote for testing purposes.](#)**

When sending product in for repair, please include the following information:

Product Type – **STANDARD DSS**

Name \_\_\_\_\_

Phone Number \_\_\_\_\_ Cell \_\_\_\_\_

Street \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_

ZIP \_\_\_\_\_ Email \_\_\_\_\_

Model \_\_\_\_\_ Serial Number \_\_\_\_\_

Payment Method:  Credit Card  Check Enclosed \$ \_\_\_\_\_ # \_\_\_\_\_

Credit Card Type:  Visa  MasterCard

Card Number \_\_\_\_\_

Expiration Date \_\_\_\_\_ 3 or 4 Digit ID \_\_\_\_\_

Symptom \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Complete and print this page. Attach a copy to the top of the unit prior to inserting into a box. To avoid damage to your product, it should be packaged either in the original box or be packed with ample packaging material.

**Ship to:**  
**IESS**  
**5800 Derry Street**  
**Harrisburg, PA 17111**