

### 3. External Damage (cont.)

Please give a detailed description of the type and location of the external damage:

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4. Internal Damage: Please check none if there was no external damage to the item.  None

Please check the components, which were damaged, and the appropriate response

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| <input type="checkbox"/> Processor                   | <input type="checkbox"/> <u>The Processor was loose/cracked/or broken.</u>                              |
| <input type="checkbox"/> Hard Drive:                 | <input type="checkbox"/> I physically opened the hard drive and examined it.                            |
|  | <input type="checkbox"/> There was obvious physical damage to the insides of the hard drive.            |
|  | <input type="checkbox"/> I used scanning software to determine that there was damage to this component. |
| <input type="checkbox"/> Modem                       | <input type="checkbox"/> The modem was loose/cracked or broken.   |
| <input type="checkbox"/> Sound Card                  | <input type="checkbox"/> The sound card was loose/cracked or broken.                                    |
| <input type="checkbox"/> Video Card                  | <input type="checkbox"/> The video card was loose/cracked or broken.                                    |
| <input type="checkbox"/> CD ROM Drive:               | <input type="checkbox"/> There was obvious physical damage to this component.                           |
| <input type="checkbox"/> Mother Board                | <input type="checkbox"/> The mother board was loose/cracked or broken                                   |
| <input type="checkbox"/> Other Circuit Boards        | <input type="checkbox"/> The board was loose cracked or broken  |
| <input type="checkbox"/> Power Supply                | <input type="checkbox"/> There was obviously physical damage to this component.                         |
| <input type="checkbox"/> Monitor<br>physical damage. | <input type="checkbox"/> I physically opened the monitor casing and observed internal                   |

Please give a detailed description of the type and location of the internal damage. \_\_\_\_\_

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Could the type of damage observed been directly caused rough handling during shipment. (i.e. hard impact, dropping, being thrown, etc.).  Yes  No  Can't Tell

Is there evidence to support the damage being caused by factors other than rough handling (i.e. normal wear and tear, power surge, temperature changes, foreign particles inside the machine, etc.).  Yes  No

Please explain \_\_\_\_\_

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