

Information:

Drawer: Accounts Payable - Invoices  
Vendor Number: 1510432  
Vendor Name: Lumens Integration, Inc.  
Invoice Number: IV68289  
Invoice Date: 08/01/18  
PO Number: B0358898  
Check Number: 0238022  
Check Amount: \$ 100.00  
Check Date: 08/15/2018  
Department ID: 16765  
Reviewer Name: None  
Voucher Number: V0522849  
Redaction Type: None  
Document Type: AP Invoice

Document Below



Date	8/1/2018
Invoice #	IV68289

**APPROVED** FOB  
Terms  
08/09/18 - KEITH ZEITZ  
Quantity  
C No  
CJ

FOB	Net 30
Terms	8/31/2018
Order #	358898
<b>H ZETZ</b>	
Ship Via	UPS Ground®
Ship Date	7/31/2018
Tracking #	
Memo	Case# 21254
Customer Sales Rep	
FOB	Fremont, CA

**Bill To**

Accounts Payable - Blanket PO BO...  
College of DuPage  
425 Fawell Blvd.  
Glen Ellyn IL 60137  
United States

### Ship To

Chris Wilson IT/AV Repair  
College of DuPage  
425 Fawell Blvd.  
Glen Ellyn IL 60137  
United States

Subtotal	100.00
Shipping Cost (UPS Ground®)	0.00
Total	\$100.00

If a return is necessary, Please consult Lumens first to determine the restocking fee and obtaining a case number. Only new and un-opened merchandise will qualify for returns. Any unauthorized returned will be refused and returned to you at your own expenses.

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From: wilsonc@cod.edu  
Sent: Tue Aug 07 09:24:35 CDT 2018  
To: zeitzk@cod.edu, invoicing@cod.edu  
CC:  
Subject: Fw: Out of Warranty Case #21254  
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Here's the Lumens invoice. Not sure why it wasn't forwarded. Let me know if not received.

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**From:** Lumens Integration, Inc. <support@mylumens.com> on behalf of system@netsuite.com <system@netsuite.com>  
**Sent:** Tuesday, July 31, 2018 2:32 PM  
**To:** Wilson, Christopher M.  
**Subject:** RE: Out of Warranty Case #21254

Hi Chris,

Here's your invoice for the repair.

Thanks,  
Ken

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**From:** Chris Wilson  
**Sent:** 07/23/2018 12:12 pm GMT-07:00  
**To:** Kenneth Chan (ken@mylumens.com)  
**Subject:** Re: Out of Warranty Case #21254

Hi Ken,

I will be sending in the following for out of warranty repair.

- Case #: 21254
- Model #: DC265
- Serial #: D13C22026

Attached is a PDF of our blanket PO you can use to charge the repair too as well as future repairs.

Thanks,

Chris Wilson  
College of DuPage  
IT/AV Repair  
425 Fawell Blvd  
Glen Ellyn, IL 60137  
Tel: 630-942-2912  
wilsonc@cod.edu

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**From:** Lumens Integration, Inc. <support@mylumens.com> on behalf of system@netsuite.com <system@netsuite.com>

**From:** Lumens Integration, Inc. <support@mylumens.com> on behalf of system@netsuite.com <system@netsuite.com>

**Sent:** Thursday, July 19, 2018 2:57 PM

**To:** Wilson, Christopher M.

**Subject:** Out of Warranty

Dear Chris,

We start processing your service request form on 7/19/2018. We apologize for any inconvenience caused in this matter.

In addition, your unit is out of the 5 year warranty period. To have this unit repaired, it will cost \$100. If you would like to proceed please let us know and we will mail you the

credit card processing form. If you accept these terms please ship the defective unit to

Bizcom Electronics, Inc.

1171 Montague Expressway

Milpitas, CA 95035

Attn: Case# 21254

Here is your case information:

- Case #: 21254
- Model #: DC265
- Serial #: D13C22026

**Please note:**

- The sender must ref. Case # 21254. Lumens will not accept any returned shipments without a proper case number.
- The sender is responsible for the freight fee for returning the merchandise to Lumens.
- Your unit will be repaired or replaced within three business days of receiving payment.
- Lumens now offers the Service Request Form online! To process any future RMA request for your defective unit, please go to [www.mylumens.com](http://www.mylumens.com). Click the Support tab.

Should I be of further assistance, please feel free to contact me.

Regards,

**Ken Chan**

**Tech Support / Customer Service**

**Lumens**<sup>TM</sup>

4116 Clipper Ct

Fremont, CA 94538

Email: [ken@mylumens.com](mailto:ken@mylumens.com)

Toll Free: 866-600-0988 x108 [www.MyLumens.com](http://www.MyLumens.com)