

Information:

Drawer: Accounts Payable - Invoices  
Vendor Number: 1510432  
Vendor Name: Lumens Integration, Inc.  
Invoice Number: IV68938  
Invoice Date: 10/08/18  
PO Number: B0358898  
Check Number: 0244585  
Check Amount: \$ 150.00  
Check Date: 11/14/2018  
Department ID: 16765  
Reviewer Name: None  
Voucher Number: V0535150  
Redaction Type: None  
Document Type: AP Invoice

Document Below



# Invoice

## Lumens Integration, Inc.

4116 Clipper Ct.  
Fremont CA 94538  
United States  
510-252-0200  
www.mylumens.com  
Tax ID # 94-3395182

Date 10/8/2018  
Invoice # IV68938

FOB  
Terms Net 30  
Due Date 11/7/2018  
PO No. 358898  
Sales Rep  
Ship Via UPS Ground®  
Ship Date 10/8/2018  
Tracking #  
Memo Case# 21530  
Customer Sales Rep  
FOB Fremont, CA

### Bill To

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

### Ship To

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

**APPROVED**  
**10/18/18 - KEITH ZEITZ**

Item	Quantity	Description	Unit Price	Amount	Tax
Repair fee	1	Parts Replacement Fee for Out of Warranty Lumens Document Camera	150.00	150.00	Yes

**Subtotal** 150.00  
**Shipping Cost (UPS Ground®)** 0.00  
**Total** \$150.00

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: zeitzk@cod.edu  
Sent: Wed Oct 17 10:33:49 CDT 2018  
To: invoicing@cod.edu  
CC:  
Subject: FW: Invoice - Lumens Document Camera Repair Case #: 21530  
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**From:** Wilson, Christopher M.  
**Sent:** Wednesday, October 17, 2018 10:30 AM  
**To:** Accounts Payable <acctpay@cod.edu>; Zeitz, Keith <zeitzk@cod.edu>  
**Subject:** Invoice - Lumens Document Camera Repair Case #: 21530

OK to pay this invoice no. IV68938 for \$150 from Lumens blanket PO BO358898

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**From:** Lumens Integration, Inc. (support@mylumens.com) <system@sent-via.netsuite.com>  
**Sent:** Monday, October 8, 2018 4:40 PM  
**To:** Wilson, Christopher M.  
**Subject:** RE: Out of Warranty

Hi Chris,

Attached please find the invoice for the repair.

Thanks,  
Ken

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**From:** Chris Wilson  
**Sent:** 10/2/2018 12:48 pm GMT-07:00  
**To:** Kenneth Chan (ken@mylumens.com )  
**Subject:** Re: Out of Warranty

Hi Ken,

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

- Case #: 21530
- Model #: DC265
- Serial # D13C28446

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

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) <system@sent-via.netsuite.com>  
**Sent:** Tuesday, October 2, 2018 2:37 PM  
**To:** Wilson, Christopher M.  
**Subject:** Out of Warranty

Dear Chris,

We start processing your service request form on 10/2/2018. 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 \$150. 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# 21530

Here is your case information:

- Case #: 21530
- Model #: DC265
- Serial #: D13C28446

**Please note:**

- The sender must ref. Case # 21530. 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**



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)