

Creative Innovations Marketing Technical Support Assistance Request

A CIM customer care coordinator will talk you through the problem over the phone, or in some cases, CIM will create a video specifically to resolve a problem that you may be having.

Note: These video tutorial's may be added to the Visual Training Manual and will be available to each CIM member. All members will be notified when new video tutorials are available.

(Please Print Clearly)

Customer Name: _____

Company Name: _____

Address: _____

City: _____ **State:** _____ **Zip:** _____

Phone #: (_____) _____ **Fax #:** (_____) _____

Email Address: _____

Best Time To Contact You: _____ **am / pm** **Time Zone:** _____

Methods of Payment Accepted:

Credit Card - Complete the information below and fax your assistance request form to CIM at **727-499-0923**

Indicate Here: CC Billing Address is **SAME** as above
 CC Billing Address is **DIFFERENT** from above Billing Zip Code _____

Charge my: VISA MasterCard American Express Discover Auth Amt \$ 29.95

Name, exactly as on card (please print): _____

Card Number: _____ Expiration Date _____ Security Code _____

Signature: _____ Date: _____ (After Account Number)

PayPal - I have sent my payment of \$29.95 via PayPal using the link provided on the CIMonline.com order page (Note: Our PayPal email address is: support@cimonline.com)

Complete & fax your assistance request form to CIM at: **727-499-0923**

Terms & Conditions Acknowledgement

By signing below, the customer certifies that he/she is of legal age and thoroughly understands and agrees not to hold Creative Innovations Marketing, herein referred to as CIM, or it's representatives liable for any incidental, indirect or consequential damages of any kind. I also understand that in the event that a CIM representative is unable to help me and refers me to Symantec Corporation or another source, I agree to pay CIM the technical support fee for time spent with a CIM technical support representative.

Signature: _____ Date: _____

Phone: 727-393-7724 Fax: 727-499-0923 Email: support@cimonline.com
CIM Customer Support Telephone Hours: Mon - Fri 9am - 5pm (EST Hours)
Creative Innovations Marketing ♦ 11398 81 Avenue North ♦ Seminole, FL 33772

Describe The Trouble That You Are Having:
