

6800 Series Notebook Customer Satisfaction Program Claim Form

Name: _____

Address: _____

Model Number of eMachines notebook: _____

Serial Number of eMachines notebook: _____

Type of malfunction: _____

If you previously tried to repair the eMachines notebook, please list dates of repair:

_____.

Please enclose all documentation of your repair attempts by any facility other than Gateway (e.g., order forms, invoices, etc.).

Please identify into which Tier (as defined in the Notification of Consumer Satisfaction Program) you believe your claim falls. (Check only one):

___ Tier 1(a); ___ Tier 1(b); ___ Tier 2(a); ___ Tier 2(b); ___ Tier 3.

By participating in Gateway's customer satisfaction program, you will release and forever discharge Gateway, Inc. and eMachines, Inc., and their parents, subsidiaries, affiliates, employees, principals, agents and representatives from any and all rights, claims, demands and damages of any kind, known or unknown, existing or arising in the future, and accordingly hereby expressly, voluntarily, knowingly and advisedly WAIVE any and all rights granted to you under CALIFORNIA CIVIL CODE, Section 1542 resulting from or related to any claim of your notebook computer overheating and/or shutting down. California Civil Code Section 1542 states:

Section 1542: "A general release does not extend to claims which the creditor does not know or suspect to exist in his or her favor at the time of executing the release, which if known by him or her must have materially affected his or her settlement with the debtor."

I declare under penalty of perjury under the laws of the United States that the information I provided is true and correct.

Date: _____

Signature: _____

[print name]