



GENERAL REGISTRATION FORM

Call: (+1) 408-493-5172
(weekdays, 9:00am – 5:30pm PST)

Fax to: (+1) 408-493-5173

Mail to: **ALG Associates**
12155 Mount Hamilton Road, Mount Hamilton, CA 95140. USA

GENERAL CONFERENCE REGISTRATION FEE	On or Before 1/31/2009: \$1,095.00 From 2/1/2009: \$1,295.00
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NAME: **Mr./Mrs./Ms.** _____

TITLE: _____

COMPANY: _____

DIVISION/DEPT: _____

ADDRESS: _____

CITY/STATE/ZIP: _____ COUNTRY: _____

PHONE: _____ FAX: _____

E-MAIL: _____

Please Check All Appropriate Boxes

PRE-CONFERENCE WORKSHOPS: March 10th 2009
Register For 2 Workshops And Receive 25% Discount!! (Applies to Workshops Only.)

9:00am – 12:00pm:	
DERIVING CUSTOMER INSIGHTS THROUGH TEXT MINING REPAIR NOTES	\$375 <input type="checkbox"/>
SERVICE CONTRACT RISK MANAGEMENT: RISK STRUCTURE OPTIONS AND THEIR VISIBLE AND HIDDEN COSTS	\$375 <input type="checkbox"/>
MINIMIZING WARRANTY COSTS THROUGH SERVICE DELIVERY OPTIMIZATION AND DESIGNING PRODUCTS FOR SERVICEABILITY	\$375 <input type="checkbox"/>
1:00pm – 4:00pm:	
WARRANTY ANALYTICS AND REPORTING: HOW ‘REAL’ IS YOUR REAL WARRANTY SITUATION?	\$375 <input type="checkbox"/>
WARRANTY CHAIN MANAGEMENT BENCHMARKING AND VALUE ASSESSMENT	\$375 <input type="checkbox"/>

Networking Opportunities:
Will you attend the Welcome Reception Drinks on the evening of Tuesday, March 10th 2009 and the Networking Cocktail Evening on the evening of Wednesday, March 11th 2009?

YES NO

Contact:

ALG Associates LLC is committed to protecting your personal information. Sponsors may wish to contact you with details of promotional offers. Please indicate whether you agree for your contact details to be released to Sponsors exclusively, and how you wish to be contacted:

YES NO BY MAIL BY e-MAIL BY TELEPHONE **Payment Information:** Check enclosed, payable to ALG Associates, LLC.

Mail to: 12155 Mount Hamilton Road, Mount Hamilton, CA 95140. USA

 Please bill my company. Purchase Order No: _____ Please bill my VISA MasterCard AMEX

CARD NO: _____

EXP. DATE: _____ CARD VERIFICATION NUMBER *: _____

NAME AS IT APPEARS ON CARD: _____

BILLING ADDRESS: _____

* CARD VERIFICATION NUMBER – additional 3 digits printed on the back of Visa & Mastercard or 4 digits printed on front of American Express cards.

Payment Policy:

Registration is not complete until full payment has been received. Payments not received by March 10th 2009 will result in no admittance of the person(s) to the conference and workshops. Payment may be made by Check, Visa, MasterCard or American Express with the submission of a completed registration form. A processing fee of \$25 will be charged for returned checks and the registration will be cancelled automatically. Substitutions for registered attendees may be made at any time by contacting the WCM Registrar at registration@algassociates.com.

Refund Policy:

A processing fee of \$100 will be charged for cancellations made on or before 31st January 2009. There will be no refunds for cancellations from 1st February 2009, although substitutions will be permitted. Refunds will not be provided for registrants who do not attend the conference. Notice of cancellation must be made via e-mail to cancellations@algassociates.com. A cancellation acknowledgement will be sent within 3 working days and fees refunded within 10 working days.

* Please note that circumstances beyond the control of the conference organizers may necessitate substitutions, alterations or cancellations of the speakers and/or topics. Therefore, ALG Associates reserves the right to alter or modify the advertised speakers and/or topics if necessary. Any substitutions or alterations will be updated on the conference website as soon as possible.

I have read, understand and hereby agree to the terms of registration.

NAME: _____

CARDHOLDER'S SIGNATURE: _____

DATE: _____

Where did you hear about the Conference?

- Warranty Week Email from ALG Associates Web Search
- Referral from another organization (please specify)
- Word-of-Mouth (please specify)
- Other (please specify)

Questions for Panel Discussions:

This year, THREE panels of distinguished Warranty Professionals and Business Executives will discuss a variety of issues including warranty best practices and process improvement; warranty entitlement, and how effective warranty management helps an organization realize cost savings and reduce its exposure to risk. If you have a question or comment which you would like the Panels to address, please provide us with those details in the relevant sections below. (Please note: Due to timing constraints, we cannot guarantee that your question or comment will be addressed by the Panels.)

DISCUSSION 1: WARRANTY BEST PRACTICES AND PROCESS IMPROVEMENT

QUESTION / COMMENT:

DISCUSSION 2: WARRANTY ENTITLEMENT

QUESTION / COMMENT:

DISCUSSION 3: HOW EFFECTIVE WARRANTY MANAGEMENT HELPS AN ORGANIZATION TO REALIZE COST SAVINGS AND REDUCE ITS EXPOSURE TO RISK

QUESTION / COMMENT:
