



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 1/15/2010: \$1,095.00
	From 1/16/2010: \$1,295.00

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 2nd 2010
Register For 2 Workshops And Receive 25% Discount!! (Applies to Workshops Only.)

- 9:00am – 12:00pm:*
- | | | |
|--|-------|--------------------------|
| COLLECTION AND ANALYSIS OF WARRANTY DATA | \$375 | <input type="checkbox"/> |
| DESIGNING A SUCCESSFUL SERVICE CONTRACT PROGRAM | \$375 | <input type="checkbox"/> |
- 1:00pm – 4:00pm:*
- | | | |
|---|-------|--------------------------|
| FRAUD DETECTION & QUALITY ENHANCEMENT VIA TEXT & DATA MINING | \$375 | <input type="checkbox"/> |
| FROM STUMBLING BLOCK TO STEPPING STONE: ACCELERATED WARRANTY TRANSFORMATION UTILIZING WARRANTY VALUE ENGINEERING | \$375 | <input type="checkbox"/> |

Networking Opportunities:

Will you attend the Welcome Reception Drinks on the evening of Tuesday, March 2nd 2010 and the Networking Cocktail Evening on the evening of Wednesday, March 3rd 2010?

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 2nd 2010 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 2010. There will be no refunds for cancellations from 1st February 2010, 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 leveraging warranty to improve sales and customer satisfaction; competitive advantage and revenue benefits of customer self-repair, design for self-repair and warranty management operations; and warranty management in a changing global economic environment. 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 MARKETING – LEVERAGING WARRANTY TO IMPROVE SALES AND CUSTOMER SATISFACTION
QUESTION / COMMENT:

DISCUSSION 2: COMPETITIVE ADVANTAGE AND REVENUE BENEFITS OF CUSTOMER SELF-REPAIR, DESIGN FOR SELF-REPAIR AND WARRANTY MANAGEMENT OPERATIONS
QUESTION / COMMENT:

DISCUSSION 3: WARRANTY MANAGEMENT IN A CHANGING GLOBAL ECONOMIC ENVIRONMENT
QUESTION / COMMENT:
