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 Service • Support • Networks • Web Sites • Consulting
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 Pete Newell 315-376-8879



Lake Pleasant NY solutions@atspn.com Glenfield NY
 Computer Service Customer Information Form

****ATTENTION** FILL OUT THIS FORM COMPLETELY AND SIGN**
 LACK OF COMPLETE INFORMATION WILL RESULT IN REPAIR DELAYS AND ADDITIONAL EXPENSE.

Customer Contact Information:

Name: _____

Date: _____

Phone: _____

email address: _____

Address: _____

Internet Service Provider:
 Account Name _____
 Account Password _____

Please Choose Service Level : Standard (5 business days; \$60/hour) Expedited (3 business days; \$72/hour)
 Save 20% Discounted (6-10 business days; \$48/hour) Urgent ('ASAP' \$90/hour)

• All service performed at standard rate unless otherwise selected. • Minimum Diagnostic Charge one hour unless otherwise agreed.*

Computer Description:

Brand _____ Model _____ Approximate purchase date _____
 OS: Windows 10 upgrade from _____ Windows 8 Windows 7 Vista XP Linux MacOS _____

Items Included: MUST INCLUDE LAPTOP POWER ADAPTER. DO NOT INCLUDE STANDARD (TOWER) AC POWER CORD.

- Power Adapter& Cord USB Hard Drive USB Flash Drive USB Wireless Mouse Keybd Mon. Printr
- Original System Software (Operating System, Drivers, and/or Restore CDs) Software to be installed/reinstalled
- Data on back-up media Technical Documentation Carry Case Other: _____

Original OS/Restore/System and related disks and technical documentation must be supplied to avoid delays and/or additional charges.
 Do not include mouse, keyboard, monitor, or other accessories unless you think they may be part of the problem.

Problem Description / Work Requested:

Windows username(s) & **PASSWORDS(s)**

Data Status: Programs can not be saved and must be reloaded. Data files will not be saved unless specifically listed.

Have you backed up or saved your data? Yes No Is there any data to be saved? Yes No
 If data to be saved/recovered, please list data types, filenames, locations, and/or other special instructions:

Are there any special Desktop icons, files, or shortcuts that need to be saved? Yes No if yes, please specify above

- NOTES:**
- Rates/times based on drop off or pick up at shop or mutually agreed location. Travel time charged if pick up or delivery elsewhere is required.
 - *Diagnostics /Estimates: Minimum Charge applies whether or not you choose to repair. (One hour labor unless mutually agreed otherwise.)
 - Delays due to incomplete information / waiting for information from you, part shipment time, etc., will not reduce labor rate.
 - Due to the nature of hardware and software problems, there is no guarantee that any data can be recovered, saved or restored.
 - Programs can not be saved and must be reloaded from original installation or 'factory recovery' media.
 - You are responsible for providing original system software & licenses; and accurate information on data files to be saved or recovered.
 - If you do not supply factory recovery disks and a set can be made, I will make them (at additional charge) before doing any other work.
 - **Payment in full is due when services are rendered. Items will not be released without full payment of invoice.**
 - Finance charge of 1.5% per month applied to past due invoices. Items held due to unpaid invoices subject to sale after two months.
 - Preferred payment methods are cash or check made out to Peter Newell. 3.5% processing fee will be added to credit card payments.
 - Manufacturer's warranty only on hardware and software, unless otherwise noted. (No guarantee Windows won't screw up again.)
 - Peter Newell / ATS is not liable for any damages, consequential or otherwise, resulting from any hardware or software problems before, during, or after service; or resulting from incorrect information provided by customer; or for any other reason. Sole liability shall be to replace new hardware components that fail within the lesser of 90 days or the vender/manufacturer's warranty period. No warranty whatsoever on software.

I have reviewed, understand, and agree to the above information / terms, and the rates & policies listed on the reverse side of this sheet.

Customer Signature: _____

RATES and POLICIES

please call for latest rates



Labor Rates and Priority Options:

SHOP:

Discounted (6-10 <u>business day</u> turnaround*, <i>subject to parts availability</i>)	Save 20%	\$48/hour
Standard (5 <u>business day</u> turnaround*, <i>subject to parts availability</i>)		\$60/hour**
Expedited (3 <u>business day</u> turnaround*, <i>subject to parts availability</i>)		\$72/hour
Urgent (by end of next <u>full business day</u> *, <i>if in by noon, and subject to parts availability</i>)		\$90/hour
Minimum shop charge (Diagnostic charge applies whether or not you choose to repair)		one hour

****SERVICE IS PERFORMED
AT STANDARD RATE
UNLESS YOU SPECIFY OTHERWISE**

ON-SITE:

\$60/hour if prescheduled; \$72/hour priority; \$90/hour urgent. Travel Time billed at applicable service level rate.
Customer Loyalty Discount: Regular customers get 10% off after \$500 of accumulated service.

***Note about Turnaround Times:** For fastest service, you must supply all necessary information (passwords, etc.) and other items such as AC adapters, recovery disks, etc. If you require faster than standard priority, you must specify on the form. If at any time after delivery of computer to me for service, you request upgrade to higher priority service, new turnaround time and rate will be calculated as of date of such request. Please note that if a delay occurs due to waiting for required information or items from you, such delay will not count towards turnaround time. For example, 3 days wait for information from you may result in 3 additional days before computer is done.

Terms and Policies: (see also reverse side)

- **Payment is due when services are rendered. Equipment will not be released without full payment. Payment by cash or check preferred.** No installments or credit except by special arrangement. Credit cards only by advance agreement. Processing fee applies.
- A 1.5 % per month finance charge will be applied to overdue invoices. After 60 days, equipment may be sold in satisfaction of invoice.
- Completion of work is subject to hardware, software, and information availability. Customer must supply all original system software, documentation, and other required information. Delays in obtaining these items from customer or from original equipment manufacturer are excluded from turn-around times listed above. Information form must be completely filled out to minimize delays. If information, original system software, or other items must be obtained from customer or original equipment manufacturer, time to obtain such items will increase turnaround time and/or labor charges as applicable. If hardware or software must be ordered, time from completion of diagnosis identifying defective/missing hardware/software to delivery of said items will be added to turn-around time.
- Shop work will be completed as quickly as possible. In general, within each priority level, work is performed in the order received (or in the most efficient order based on the nature of work) unless waiting for parts; or for CDs, documentation, or information from the customer or original manufacturer. In fairness to all customers, I can not put your job ahead of another customer at the same priority level. Expedited and Urgent service is available at additional cost for rush jobs. You must specify level, otherwise performed at standard level.
- Hours by appointment only. Items must be dropped off and picked up at shop. Other drop off/pick up locations available *by prior arrangement only*. Any item dropped off after 1 PM will be considered as being brought in the next day for purposes of turnaround time policy. Pick up / drop off at customer location or elsewhere is not free but *may* be offered at no charge in cases where it does not involve extra time or travel on my part, *otherwise pickup/delivery charges will apply*.
- Customer data & programs: You are responsible for backing up data and providing original program installation disks and product keys. Every effort will be made to save data *if specifically requested*, but due to the nature of catastrophic software and/or hardware failures, there is no absolute guarantee that data can be saved/recovered. Programs can not be saved and must be reinstalled from original media.
- Warranty: New hardware carries manufacturer's warranty only unless otherwise specified in writing. Due to the nature of used equipment, it is sold as-is unless other warranty terms are specifically stated. Hardware warranties may be purchased on selected items. Completed repairs and used/refurbished equipment is checked before leaving the shop and are certified fully operational unless otherwise noted. There is no warranty on Windows or any other software. Detailed service warranty statement available upon request.
- Limitation of Liability: Peter Newell/Affordable Technical Solutions (ATS) shall not be liable under any theory of liability, however arising, for any costs of cover or for direct, indirect, special, incidental or consequential damages of any kind (including, without limitation, any loss of use, interruption of business, personal injury, loss of property, loss of profits, loss of files, records or information, or any other pecuniary loss) arising out of the use, installation, failure of, or inability to use any product or service purchased from or supplied by Peter Newell/ATS, even if Peter Newell/ATS has been advised of the possibility of such damages.
- **Note about Labor Rates and Priority Options:** My labor rates have not changed in 15 years and are well below the industry average. I have provided options to offer you the lowest possible rates depending on your needs, while still offering expedited and urgent service when required. My goal is to provide the best quality service to you as quickly as possible and at the lowest possible cost. I do not cut corners. Work is generally performed in the order received, within each service level. Discounted service allows me to work efficiently and keep your cost as low as possible. Expedited and Urgent service introduces inefficiencies and generally requires that I work well outside normal working hours (i.e. "overtime). "Wait time" required for certain procedures such as software diagnostics, program installations and updates, virus scans, etc. can be "off the clock" for routine work, but higher priority and on-site service generally requires that I remain focused on your computer while these procedures/programs are running, rather than switching to some other job.

Failure to provide complete or accurate information or signature on the reverse side of this form or as specifically requested may result in data loss, service delays, and/or additional expense.

Programs can not be saved and must be reinstalled from original media.

Customer must supply or purchase all software to be installed or reinstalled.