

Computer Techs

In-Shop Service Order Agreement

Shop Sales Order # _____

I, the undersigned, understand and agree to the following terms and conditions prior to having my computer(s) and/or peripherals serviced:

BACKUP OPTIONS: Prior to servicing of my computer(s) it is my responsibility to make sure that data is backed up. Computer Techs will not be responsible for the loss of any data while being serviced or afterwards. Upon my request prior to beginning any other service, Computer Techs can attempt to make a backup copy of my data for the cost of normal labor rates + media. Computer Techs will make only one copy of my data and that the copy will be returned to me or erased prior to the completion of the service call.

_____ I elect to have Computer Techs backup my data before performing any other service.

_____ I elect to receive a copy of my data backup on CD/DVDs, USB Flash Drive, or External Hard Drive for the cost of the media chosen (circle one).

INABILITY TO COMPLETE SERVICE: In rare instances Computer Techs may not be able to complete service for various reasons such as pre-existing conditions of the computer or the data, or software issues beyond our control. A minimum charge of \$45 will be charged for diagnostics, software issues, estimating and/or no problem found.

PARTS: Computer Techs may acquire parts on behalf of the customer, and provide a separate sales receipt for such. Labor and parts are nonrefundable.

LIABILITY WAIVER: Computer Techs is not responsible for any loss of data or hardware failure that may occur during the servicing of my computer system or after services are rendered. I release Computer Techs from any claim or liability related to any loss of data or hardware failure for any reason whatsoever, including due to any negligence of Computer Techs technician.

RATES: All In-Shop service is \$75/hour + parts (if applicable). Please have technician call to authorize further service if total price is expected to be above \$_____.

NATURE OF FAILURE OR SERVICE TO BE PERFORMED (PLEASE BE VERY SPECIFIC AND DETAILED SO THAT WE DON'T MISS ANYTHING)

I, the undersigned have read the above terms and conditions and liability waiver, and hereby authorize Computer Techs to perform the requested service(s) to my computer system. Any equipment left after 14 days after the repair has been completed is to be considered abandoned, and will be handled accordingly.

CUSTOMER NAME	CELL PHONE
ADDRESS	HOME PHONE
CITY/STATE/ZIP	E-MAIL ADDRESS

CUSTOMER SIGNATURE: _____

DATE: _____

DESCRIPTION OF WORK PERFORMED	PRICE

Your computer tech was _____
E-Mail: _____ @ CTreno.com
Phone #: _____

LABOR:

PARTS:

TOTAL:
