



## SERVICE AGREEMENT

Customers Name \_\_\_\_\_

Address/ zip code \_\_\_\_\_

Telephone (daytime/cell) \_\_\_\_\_ Email address \_\_\_\_\_

How did you hear about us? \_\_\_\_\_

Describe the problem and list EXACTLY what you would like us to verify is working when we are finished. We do not check every program and piece of hardware. We only check what you list below:

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Do you want the technician to backup/ save your DATA before he attempts to repair the machine? If we have to reformat your drive and reload Windows, data **WILL BE LOST**.

**This is an extra hour labor charge.** Please specify what you would like us to save:

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Do you have any user names and passwords set up on your machine? Please specify

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Are you dropping off anything in addition to the tower/laptop? (documentation, cds, power cords, etc.)

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Our mission at the **Nerd Patrol** is to provide you with nothing but the highest quality service. When you drop off your machine, we want to clearly understand your predicament; and when we are finished, we want to have surpassed your expectations. This form helps us determine what service is required and exactly what service you want us to perform. Your signature on this form indicates that The Nerd Patrol is authorized to work on your machine based on the problems specified above. Please be sure that your machine is working properly as soon as possible once it is picked up. If you find problems that are different from the ones stated on the original service agreement, **there will be additional service charges** to work on these. If you decline further service after the original diagnosis, **you are still responsible for the \$75 minimum fee.**

Be aware that because of the interrelationship between computer hardware and software, fixing one problem may affect or "break" other parts of your system. When this happens, the time required to fix a known problem may expand to include the solutions to several related but unanticipated problems. Finally, it is important that you understand that our technicians are **not responsible** for lost data. Hard drives can FAIL at any moment. If data recovery is at all possible, our technicians will attempt it. We recommend backing up your data on a regular basis, and we look forward to serving you now and in the future.

**I agree with the above terms and conditions:**

Customer's signature \_\_\_\_\_ Date \_\_\_\_\_ Time \_\_\_\_\_

Payment Information \_\_\_\_\_ Exp date \_\_\_\_\_

**\*\* We require the one hour minimum (\$75 + tax) at the time you drop off your machine\*\***