



SERVICE AGREEMENT

Customer Name _____

Address _____ ZIP CODE _____

Telephone HOME _____ CELL PHONE _____

How did you hear about us? _____

What are you dropping off? Please circle: DESKTOP or LAPTOP we will need the power cord for laptop

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:

If we have to reformat your hard drive and reload your Operating System, data COULD BE LOST. We will attempt to backup/save your data. THIS COULD BE AN ADDITIONAL HOUR LABOR CHARGE. You will also need to re-load printers and other programs. Please specify what you would like us to save:

_____ Circle - Call if necessary

Please provide: LOGIN USER NAMES: _____ PASSWORDS: _____

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

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 \$80 + tax first hour 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 the Nerd Patrol and 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.

We look forward to serving you now and in the future.

Computers/Equipment left at Nerd Patrol more than 30 days are subject to charges, disposal or recycling.

I agree with the above terms and conditions:

Customer's signature _____ Date _____ Time _____

Credit Card Payment Information _____ Exp _____ 3 Digit _____

We Accept: Cash – Check – Visa – MasterCard – Discover (+\$25.00 for returned checks/collections)

**** We require the one hour minimum (\$80 + tax) at the time you drop off your machine****