

EXTREME PC REPAIR CUSTOMER AGREEMENT FORM

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304-281-9837

Customer Name: \_\_\_\_\_ Customer Phone# \_\_\_\_\_

Customer Email: \_\_\_\_\_

Computer Make: \_\_\_\_\_ Model: \_\_\_\_\_

Service Tag or Serial: \_\_\_\_\_

Windows Password (if its password protected) \_\_\_\_\_

In the box below fill in what you want done. Bring this form filled out with your PC or Laptop (If you don't have a printer I have copies that can be filled out here at my shop).

Service Agreement:

Personal computers must have at least Windows XP OS or newer. Devices are defined as personal computers or printers.

Data Backup/Restoration Notice:

Extreme PC Repair provides no guarantees (implied or otherwise) regarding data backup or restoration. Backups and restoration are by request only. Windows and Program Files folders will not be backed up or restored unless expressly requested in writing on this agreement by the customer. In addition, Extreme PC Repair is in no way responsible for the content of data on its customer's computer/device. Please be advised that if during the normal diagnostic and repair, backup, or restoration of your data and computer hardware content is found that would be in violation of federal or state law, Extreme PC Repair will report the incident to the proper law enforcement agency. Data will be backed up and restored as is.

1. Are you aware that changing or updating the Operating System significantly changes the way your system looks and performs?
2. I have read and understand the policies of Extreme PC Repair regarding data location, backup, and restoration. I understand that I am solely responsible for having backed up any data prior to Extreme PC Repair performing any work and solely responsible for restoring any data after Extreme PC Repair completes work. My initials below indicate full comprehension and agreement to the terms outlined in this document.
3. You understand that it will take a minimum of one to three business days for your computer to be repaired. I am available on weekends.
4. You understand that if your computer is not picked up from Extreme PC Repair (after notification has been sent to you via email or by phone including voicemail messages) within 90 days, your computer and all hardware/software checked in with it, will be considered as abandoned property and disposed of accordingly. My signature below indicates that I have read, understand, and agree to all terms and conditions contained in this document.

I also agree to pay all costs incurred, pursuant to valid departmental or enhanced Service Level Agreements. I certify that I understand repairs performed by Extreme PC Repair may void any valid warranty on my personal computer/device. I will not hold Extreme PC Repair liable, in any way, for damages to my personal computer/device or loss of data as a result of hardware repairs or upgrade work performed. Extreme PC Repair will e-mail OR call when your machine is ready. Photos will also be taken to protect Extreme PC repair and to protect our valued customers.

Customer  
Signature: \_\_\_\_\_