

## Service Order Form

**1**  
**Contact  
Information**

Name \_\_\_\_\_ Business Name \_\_\_\_\_  
Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Phone \_\_\_\_\_ 2<sup>nd</sup> Phone \_\_\_\_\_ Email Address \_\_\_\_\_

**2**  
**Your  
Computer**

Make & Model \_\_\_\_\_  
Other Items Included (Cables, discs, mouse, etc.) \_\_\_\_\_  
Under Warranty?  Yes  No Username \_\_\_\_\_ Password \_\_\_\_\_  
 I have backed up my data.  I have not backed up my data and I do not want it backed up.  
 I want all my data backed up before servicing my computer. Usually takes 2 hours for \$45  
Operating System \_\_\_\_\_ Other \_\_\_\_\_

**3**  
**Service/  
Repair**

Please describe in detail below either the services you would like for us to perform or the nature of the problem that you are facing: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ See attached: \_\_\_ page(s)  
Where would you like this service performed?  On-Site (We will work at your location) \$60  
 At Oakhurst Computers (You will drop your computer off at Oakhurst Computers. No extra charge.)  
 At Oakhurst Computers (We will pick up & deliver within 10 miles) \$25

**4**  
**Agreement**

- I authorize up to \$ \_\_\_\_\_ in labor and parts. (Call me before work exceeding authorization amount is done.)  
 Please call me after diagnosis is completed. (No authorization above \$45 estimate.)  
 My repair is covered by the warranty on my equipment.

I authorize Oakhurst Computers to repair my equipment. I understand that: (1) the cost of repair is labor plus parts, (2) the labor rate is \$60 per hour and (3) there is a \$45 minimum fee that may not include any repair work. I authorize Oakhurst Computers to estimate repair costs. I understand estimates cost \$45 per unit and apply whether or not repairs are done, even when the problem cannot be located. Any equipment not claimed within 60 days of repair becomes property of Oakhurst Computers. Full payment is required when work has been completed. I agree to the terms and conditions on the back of my copy of this form.

Signature \_\_\_\_\_ Date \_\_\_\_\_

**Do not write in this box.** Work Performed by \_\_\_\_\_ Parts \$ \_\_\_\_\_  
Call customer on (date & time) \_\_\_\_\_ Labor \$ \_\_\_\_\_  
Needs computer by (date & time) \_\_\_\_\_ Total Due \$ \_\_\_\_\_

# TERMS & CONDITIONS

• Important Information • Please Read Carefully •

## ABOUT US

Oakhurst Computers builds custom computers to fit anyone's needs. We offer desktops, laptops, accessories and most any brand usually by the next day if we don't have it in stock. You get full local support and warranty on most anything we sell. We also offer a wide variety of computer services for your convenience, including troubleshooting, diagnosis, repairs, installations, upgrades, backup, warranty facilitation and on-site visits.

## SUPPORTED PRODUCTS

Oakhurst Computers provides repair service on most any brand desktop or laptop purchased in the last 5 years. We normally recommend that computers older than 5 years old and ink jet printers are not worth repairing and should be updated. There is no charge for repair of systems that are under Oakhurst Computers warranty.

## SOFTWARE AND HARDWARE PROBLEMS NOT COVERED UNDER WARRANTY

Computer limited warranties do not cover software-related problems of any type or nature. Nor does the warranty cover problems related to, or caused by, the installation of any hardware item(s) after the date of the original purchase, problems related to accident or service performed by anyone other than an authorized Oakhurst Computers technician. Oakhurst Computers technicians may ask you to uninstall certain applications that are known to cause system problems before they begin troubleshooting. Oakhurst Computers is not responsible for any lost data. Hard drives can die anytime, even on your bumpy ride to our store.

When cleaning your computer's files for better performance, some data will be erased like cookies, history, start-up commands and other temporary files, but we will make every effort to never erase your bookmarks, favorites, email records, letters, photos, videos and any other user-created files.

## SERVICE AND UPGRADE PARTS SALE

Defective parts will be exchanged for a like part up to 30 days from the date of our purchase and installation. After 30 days from the date of purchase, defective service parts will be handled in accordance with the manufacturer's parts warranty. No refunds on service or upgrade parts.

## SHOP WARRANTY

Memory upgrades carry a manufacturer Lifetime warranty. All repairs performed by the Oakhurst Computers are guaranteed for 30 days from the date that the repair was performed. In cases where parts were replaced, the new part is guaranteed for 90 days from the date of the repair.

The shop warranty applies to repairs performed to a machine for a particular symptom. If several symptoms are repaired, then the Shop Warranty applies to all the symptoms repaired. If your machine develops a new symptom within the 30 day period after your machine was repaired, the new symptom will be treated as a new repair and incur our usual and customary charges.

Equipment left after 60 days will become excess and will be discarded accordingly. Equipment not picked up within 60 days will be considered abandoned and will be discarded or salvaged.

No Trouble Found: Occasionally we will receive a machine for repair that we cannot find a problem with or duplicate the problem described. In cases such as this, there will be a \$45 minimum troubleshooting charge. If the problem with your machine reoccurs within 30 days, we will apply the previous \$45 charge to the new service provided. If there is an additional charge, you will be notified before the work is done.

## ORDERED PARTS

If your machine needs a part to repair it, we will contact you before ordering the part with an estimate of the cost of the part and the amount of the labor cost involved. All parts are ordered with your consent. When we order parts on your behalf, you will be charged for the parts and any associated labor cost. Our vendors will not allow us to return parts for credit. Parts replaced within the manufacturer's warranty period may be new or refurbished and are covered by the remaining manufacturer's warranty, or for no less than 90 days.

For non-warranty work, parts may be new or refurbished, and are warranted for 90 days from the date of the repair. Exchange parts must be facilitated by Oakhurst Computers.

## TURNAROUND TIME

First come, first served; first in, first out. We make every effort to troubleshoot every machine that enters our shop within 24 hrs. However, due to periods of increased workload it may take longer to contact you with a diagnosis. A time estimate will be given when you drop your machine off.

Due to space limitations, we request that you pick up your equipment promptly.