

### Customer's Contact Information

Name

Address

Phone  Cell

E-mail

### Customer's Equipment Information

Make & Model

Serial Number or  
Service Tag

Login/Password

#### Data Backup Info

- ☐ I have a backup of my data
- ☐ I have not backed up my data and I dont care if I lose all my data
- ☐ I would like my data backed up at  Per 200 Gigs

#### Warranty Info

The equipment listed above is under the care of Scott Larson until the work or diagnostic is complete, or if the customer halts any work before completion. Standard Diagnostic fees always apply regardless of the result or conditions.

☐ Is your equipment under warranty?

#### Describe Problem

- ☐ Applications Crash or OS Blue Screens? ☐ Equipment is slow? ☐ Cant Logon? ☐ Getting Error Messages?
- ☐ Equipment Wont Boot or Power up? ☐ Application wont open? ☐ No Display? ☐ Cant Access the internet?
- ☐ Equipment Freezes or Hangs? ☐ Application won't operate? ☐ Screen Artifacts/Fuzzy? ☐ No Sound or Noise Issue?
- ☐ Equipment Shuts down or Reboots? ☐ Getting Advertisements? ☐ No Power or Display? ☐ Device not functioning?

#### Required Service

- ☐ Diagnostic (See below rates) ☐ Computer Repair ( Rates vary depending on Home or Business and distance from central location)
- ☐ Computer Build/Rebuild ☐ Pick up? | Free up to 1m | \$40 up to 5m | \$70 up to 15m | \$95.00 up to 30m | \$125 up to 60m |
- ☐ Computer Add-on/Upgrade ☐ Data Recovery Per Incident: | (Non-Profit: \$85.00 | Home Users: \$150.00 | Business Users: \$250.00 |
- ☐ Computer Tune up(\$85 Flat Rate) ☐ Virus/Trojan Removal (\$150 Flat Rate) ☐ Data Transfer per 200 Gigs (\$40.00)

#### Authorization

- ☐ I agree to pay the diagnostic range between  and  ☐ After diagnosis is complete stop the work and contact
- ☐ I agree to pay the At-Shop Repair range between  and  If repairs are authorized by myself. (Wave half diag. fees)
- ☐ I agree to pay the At-Location rate of  at the end of the scheduled time frame.
- ☐ I also, or I authorize up to  (including tax and parts Scott Larson will call if amount is exceeded.)

#### Release for Repairs and/or Sale

I hereby, or have been given power of attorney to authorize Scott Larson to make required diagnostic, repairs, upgrades, or replacements; Or to recover, reset, destroy any data, system, or login credentials on equipment owned by me or by the grantor specified in the customers equipment information and required service section. I understand and agree to pay the diagnostic fees at regardless of the outcome. If further work is authorized, I agree to pay the hourly rate, fees, and/or taxes specified in the Authorization Section and the invoice/estimate. All payments are due immediately upon return of the computer or before leaving the equipment location, in check or cash payments. No credit cards or invoicing is accepted. I understand that Scott Larson is not in any way, shape, or form responsible for any data loss to the device or computer. I understand that if the computer or device was not working properly at the time of the release, you release Scott Larson from any liability as a result of further damages in the event of any computer related failure due to hardware wear and tear, application conflicts, faulty applications, virus/malware infections, incompatible third party devices, or system/os related bugs. In the event of Insurance Loss and/or Peril, the customer shall limit the amount of damage to two thousand dollars maximum total loss on all equipment, and all data. During the servicing, Scott Larson may need certain media to continue the repair process. If you do not have the media for the installations on your computer, Scott Larson is not required to make available those applications that require physical media, serial numbers, or product keys free of charge and not having the media may slow or halt the servicing of the computer or device until the correct media or registration information is obtained. **Any equipment left behind for over a period of 120 days will be destroyed/recycled. You agree that any hardware you leave behind may be sold to cover any outstanding payments not received within 60 days of the date of invoicing. All Personal Data will be irrevocably destroyed to protect your privacy. We will make every effort to contact you, but if we are not able to reach you within this time frame regardless of the reason, we are assuming you do not want whatever equipment you have left behind.**

Authorized By

Date of Signature