

THE COMPUTER FIX MAIL-IN REPAIR AUTHORIZATION FORM

SEND THIS FORM & YOUR COMPUTER TO:

The Computer Fix
1229 Third Street, Suite 201
Int'l Falls, MN 56649

Phone: 218.283.8292
Email: tech@thecomputerfix.com

Date Sent: _____
PLEASE BACK-UP YOUR FILES BEFORE SENDING!

Make & Model: _____

Serial #: _____

This form must be completed, signed and sent with the computer for repairs to be performed.

CONTACT INFORMATION:

Name: _____

Phone #: _____

Address: _____

Cell #: _____

City: _____

Work #: _____

State: _____

Have you done a backup? Yes No

Zip: _____

Format drive if necessary? Yes No

CREDIT CARD INFO: (used to speed up your order)

Name on Card: _____

Type of card: _____

Billing Address: _____

Card #: _____

Billing City: _____

Expiration: _____

Billing State: _____

Security Code: _____

Billing Zip: _____

Cardholder's Signature: _____

Billing Phone: _____

ACCESSORIES SENT WITH COMPUTER:

Cords (please specify) _____

Operating System / Software CD's (please list) _____

Floppy Discs (please list) _____

Other (please specify) _____

REPAIR INSTRUCTIONS: (Please be specific)

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REPAIR AUTHORIZATION:

I authorize The Computer Fix to attempt repairs with labor/and parts charges not to exceed:

\$_____ if *UNSUCCESSFUL* or \$_____ if *SUCCESSFUL*

Please call before any repair is made.

The Computer Fix will try to expedite all repairs. Normal turn-around is 2-14 business days of receipt. If we haven't contacted you in 2 business days of receiving your computer please call us for status! Please DO NOT call us every few hours, this will not help us to expedite your repair. Thank You!

By signing this form, you agree to ALL of the Repair Terms listed upon this form. Please read carefully before signing.

Customer Signature: _____

Date: _____

REPAIR TERMS:

Diagnostic Fees

The Computer Fix charges \$40.00 for Desktop PC, \$50.00 for Laptop diagnostic fee for diagnostics. This fee is applied to labor, if applicable. The Computer Fix charges fixed labor rate for time spent attempting for all repairs, or diagnostics, regardless if repair is successful or not. We do not guarantee we can repair any problem at any time. Replacement parts cost may be above pre-approved minimum authorized below, or may not be available for us to purchase for repairs. Please contact us if you have any questions regarding fees.

Windows Installations

A successful installation is defined as the computer booting up and showing the desktop with a Start button and no conflict drivers (drivers are subject to availability and only with the original system). There will be NO tech support for Windows; we only install Windows as a service and we DO NOT own Windows. If you need additional software installation, MS Office, Networking, File Sharing, Printer, Dial-Up Internet or DSL Set-Up after we install Windows on your PC, we can install it for you but you will be charged for time spent installing those programs.

Loss or Damage

I understand that The Computer Fix is not responsible for loss of or damage to computer equipment, laptop, LCD or software left for repair in case of fire, theft, natural disasters, shipping, employee mistake or any other cause beyond our control. I understand that The Computer Fix is not responsible for data loss or other component failures occurring during attempted repairs, testing, or at any other time. The Computer Fix shall not be held liable for loss of profit or any direct, indirect, special, incidental, or consequential damage occurring from or after computer, laptop testing, repairs or any of our services.

Abandonment

Any repair not retrieved and/or paid for within 30 days from notification of completion of repairs will be considered abandoned, and subject to sale. No exceptions.

Limited Warranty

All parts used for repairs have a full 30-day warranty unless otherwise specified on invoice. Any attempt to repair or service any computer equipment, laptop, not authorized by the management of The Computer Fix will void any and all warranties. LCD, Motherboard and some parts are guaranteed for DOA (Dead On Arrival) only. If you have further questions please call us.