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Computer Repair Price List

| <u>Service</u> | <u>CSU Price</u> |
|--|-------------------|
| Desktop Clean and Tune-up (Vacuum, Defrag, OS and AV Patch) | \$30.00 |
| Laptop Clean and Tune-up (Vacuum, Defrag, OS and AV Patch) | \$30.00 |
| Diagnostics (Can be applied toward repair) | \$30.00 |
| Basic Security Setup (AV, Updates) | \$30.00 |
| Security Setup (AV, Spyware, Updates, Personal FW) | \$60.00 |
| Virus and Spyware Removal | \$100.00 |
| Desktop Computer Repair (Parts Extra) ** | \$60.00 |
| Notebook Repairs (Parts Extra) ** | \$100.00 |
| HW Installs (1st Product) (Parts Extra) | \$30.00 |
| SW Application Installs (1st Product) (SW License must be provided by client) | \$30.00 |
| HW/SW Installs (Subsequent Products) | \$10.00 |
| Data Transfer (Based on quantity and organization of data) | \$30.00 - \$60.00 |
| OS Install (OS License and media must be provided by client) | \$75.00 |
| OS Service/Repair | \$60.00 |
| Backup Data | \$60.00 |
| Hard Drive Data Recovery (If data cannot be recovered - \$30.00) | \$100.00 |
| Floppy or Flash Drive Data Recovery (If data cannot be recovered - \$10.00) | \$30.00 |
| Wireless Connection Configuration | \$10.00 |

Hours of Operation

Hours of operation are 9am - 5pm Monday through Friday, closed on university holidays.

** System Care does not perform component level repairs



Computer Repair Request

Please fill out this form identifying you, your computer, and the work you wish to have performed on your computer.

CSU ID Number: _____ Name: _____

Address: _____

Phone: _____ Cell: _____ Email: _____

___ Desktop ___ Laptop MFR: _____ Model: _____ SN: _____

Accessories: Software:

- ___ Monitor _____
- ___ Laptop Bag _____
- ___ Power Adapter _____
- ___ Port Replicator _____
- ___ Mouse (List other on back of form)
- ___ Keyboard
- ___ External Drive: CD ZIP Floppy Hard Drive USB Flash Drive
- ___ Cable: USB Firewire Parallel Serial
- ___ Other: _____

Repair Requested: _____

Estimated Completion Date: _____ **Time:** _____

I authorize System Care Technicians to perform the above work on my computer. I understand and agree that my signature on this form and the "Computer Repair Waiver" is required for all repairs. I also understand and agree that I will be responsible for payment for all services rendered per the attached fee schedule and that I must pay for the repairs prior to or at the time I pick up the equipment.

Signature: _____ Date: _____

System Care assesses a minimum \$30.00 charge for diagnosing a problem with your computer. This \$30.00 will be applied to the cost of any repairs made to the same computer



Computer Repair Waiver

Estimated Completion Time: System Care will provide an estimated completion time for your repair/install. Please call before you come in to pick up your equipment. Unforeseen circumstances may have an impact on our ability to complete the repair(s) as provided in the estimate.

Hardware Replacement: Any old parts/hardware will be returned to you when you pick up your computer.

Impact of Upgrades: Please be advised that it is your responsibility to understand the impact of upgrades to the operating system, applications and utility software. Such upgrades can lead to incompatibilities and the possible loss of data. Computer hardware and software work together and incompatibility may not become apparent until a later date. You are responsible for contacting the manufacturer of your software regarding compatibility issues before you request any upgrades.

Liability: System Care's liability for damage to your computer is limited only to any damage which is determined to be caused by System Care's negligent acts or negligent omissions. Our liability for repairs is limited to the total price of the repairs. Be aware that certain repairs, including but not limited to virus and spyware removal, may damage software and/or data installed on your computer. This is to be expected and may require the re-installation of your operating system, programs, and data.

Loss of Data: Data is the most important part of a computer system because it is often irreplaceable. Due to the process of repair, data may get damaged or at worst, deleted. System Care is not responsible for the loss of any data which may occur while performing work on your computer. You are responsible for backing up your own data. You may request that System Care back up your data for you at the stated price; however, we do not guarantee any backup.

Ownership: You must own the computer that you bring in for repair(s). System Care will return the computer only to its owner when the repair(s) are complete. You must own and demonstrate ownership of any software that is to be installed or re-installed on your computer by System Care by bringing in the original Software CDs and the appropriate keys and/or serial numbers.

Privacy: Our Technicians will not browse through your hard drive looking at your data; however, they may inadvertently see data during the course of their work. Please remove any personal or private files you do not want others to see.

Right to Refuse: In its sole discretion, System Care reserves the right to refuse work that it believes is beyond the scope of its ability or for other good cause.

Abandonment: If you do not pick up your equipment within ninety (90) days after we notify you that the requested service is complete, we will treat your equipment as abandoned. You agree to hold System Care harmless for any damage or claim for the abandoned property. Any and all charges are still your responsibility.

Scope of Work: System Care will only perform the work agreed upon when you bring your computer in for repair. You must authorize, in writing, any additional work which may be required.

Warranty: System Care does not warrant its work. We will demonstrate that the repair is complete at the time you pick up your computer.

MY SIGNATURE BELOW CONFIRMS THAT I HAVE READ, UNDERSTAND, AND AGREE TO BE BOUND BY THESE TERMS AND CONDITIONS.

Signature: _____ Date: _____



Computer Repair Equipment Return Acknowledgement

System Care has completed the repair(s) that I requested on my computer and:

- A System Care Technician has reviewed the repairs with me and has demonstrated, to my satisfaction, that the repair was completed;
- All my equipment has been returned to me;
- All old parts/hardware have been returned to me;
- I understand and agree that System Care does not provide a warranty for the repair(s) and that System Care's total liability for the repair(s) is limited to the price that I paid for the repair(s); and
- I received a copy of this form signed by me and the System Care Technician who returned my equipment.

Customer's Name (print) _____

Customer's Signature _____ Date: _____