

Internal Use Only: REV20080514

CID:

WOID:

DIAGNOSTIC/REPAIR ESTIMATE REQUEST

**THIS FORM MUST BE FILLED OUT COMPLETELY & SIGNED BEFORE WORK
CAN BEGIN ON YOUR COMPUTER.**

Your First & Last Name:

Address:

Home Phone Number:

Cell Phone Number:

Email Address:

When is the best time to contact you? (*morning, evening, weekends etc*):

What is wrong with your computer? (*running slow, no internet connection, virus infected etc*):

How long has your computer been experiencing this problem?

Have you or anyone else made any recent changes to your computer's configuration?

What is your computer's brand & model number? (*Dell Dimension, Gateway Solo etc*):

Is your computer still protected by the manufacturer's warranty? (*yes, no, don't know*):

Does your computer require a user name and/or password to log in to
Windows? (*provide it here*):

Do you still have the original software CD's that were provided with your computer? (yes or no):

Do you have a recent back-up of your important files & data? (yes or no):

TERMS & CONDITIONS FOR DIAGNOSTIC / REPAIR SERVICES

1. **DIAGNOSTICS.** RSOL PC SERVICES may perform the Standard Diagnosis Service on your computer. The Standard Diagnostic Service consists of up to 30 minutes of software & hardware troubleshooting by an RSOL PC SERVICES technician. This is a complimentary service and will therefore be performed FREE OF CHARGE.
2. **DATA.** You assume all risk of loss of data from any and all causes or in any way related to or resulting from the sales, repair or service of products by RSOL PC SERVICES. You agree to release RSOL PC SERVICES from any claim or liability related to any loss of data for any reason whatsoever, including due to their negligence. You are fully responsible for backing up all existing data before service, and RSOL PC SERVICES will have no liability for any reason whatsoever if you did not do so. If you request RSOL PC SERVICES to back up your data, they will do so at an additional charge and will be subject to the limits of the backup software and the integrity of your data. If RSOL PC SERVICES is unable to backup any data, their maximum liability is a refund of the Backup Service Fee.
3. **PAYMENT & SECURITY.** RSOL PC SERVICES expects full payment to be made within 7 days of service completion for any mutually agreed upon services that are performed on your computer equipment unless other payment terms are negotiated prior to the commencement of service. RSOL PC SERVICES will release your equipment to you upon their receipt of your full payment for any invoice that is due. Acceptable methods of payment are cash or credit card, or business check from well-established customers. You agree that RSOL PC SERVICES reserves the right to charge you a storage fee if your account is not settled in a timely manner. RSOL PC SERVICES will not be responsible for items left for over 14 days from the date of service completion or their reasonable attempt to contact you. If your item remains unclaimed after 30 days from service completion it shall be considered "abandoned" and RSOL PC SERVICES may take any actions necessary to recover the amount of your unpaid invoice, late charges, storage fees and recovery fees. This may include the resale of your item or its components.
4. **PRIORITY SERVICE.** Unless you pay for priority service, service requests are performed on a first-come, first-serve basis.
5. **SOFTWARE.** You authorize RSOL PC SERVICES to accept all End User License Agreements on your behalf for any software title that may be installed during the repair of your computer. Further, RSOL PC SERVICES only installs genuinely licensed software, and you will not provide to them any counterfeit/pirated software for installation on your computer. RSOL PC SERVICES will in no way whatsoever be held responsible for any claims or actions (legal or otherwise) that are brought as the result of the installation of any software title that you have provided to them.
6. **VIRUSES.** RSOL PC SERVICES will not be responsible for the removal of viruses or other parasite software from your computer unless you pay for the Virus Removal Service. If you pay for the Virus Removal Service, you understand that RSOL PC SERVICES will use their "best effort" to remove all parasitic traces from your computer, and their ability to do so will be subject to the limits of their diagnostic/removal tools and the integrity of your data. You also understand that it is your responsibility to purchase or otherwise install updated virus protection software on your computer immediately after RSOL PC SERVICES has performed the Virus Removal Service. RSOL PC SERVICES provides no warranty whatsoever for the Virus Removal Service because infections are the result of end-user negligence or accidental actions performed on the computer. You therefore understand that if your computer becomes infected after leaving the Service Center, RSOL PC SERVICES will consider this infection a new incident and you will have the option of having the Virus Removal Service performed again for an additional charge. RSOL PC SERVICES may provide recommendations on which virus protection software you should purchase, but RSOL PC SERVICES will not be responsible for the performance or effectiveness of that virus protection software title.
7. **HARDWARE.** RSOL PC SERVICES will provide a 30-day limited warranty for any hardware parts that are sold to you in connection with the repair of your computer unless specified otherwise in the quote or invoice.
8. **COMMUNICATION.** RSOL PC SERVICES will contact you at the phone number and email address you have provided to discuss matters that relate to the repair, payment and return of your computer.
9. **SHIPPING.** RSOL PC SERVICES will not be responsible for items lost or damaged in transit to or from RSOL PC SERVICES' service center. Further, it is your responsibility to submit any claims with the carrier should any such loss or damages occur. RSOL PC SERVICES reserves the right to refuse any package that arrives damaged in transit.

I understand and agree with the terms & conditions set forth above, and hereby give my consent to RSOL PC SERVICES to perform diagnostic & repair services on my computer.

Your Signature:

Date:



- Do not send your computer to us via US Mail. You must use FED-EX or UPS, otherwise your shipment will be refused!
- Do not forget to adequately insure your package with the carrier!
- Properly pack your computer!
- Remember to include your system recovery software CDs / DVDs if available.
- Laptop computers: remember to include your charger!
- Desktop computers: make sure you send us the computer tower only! Do not send us any other hardware components such as your monitor, keyboard, mouse, printers etc, or any power cords unless they relate to the actual repair. If you need to send these items you must call 888.214.8625 or email support@rsolpc.com prior to shipping.
- Remember to completely fill out & sign this document and return pages 1 & 2 with your computer to the address below. You may keep pages 3 & 4.

RETURN THIS COMPLETED FORM WITH YOUR WELL-PACKAGED & INSURED COMPUTER VIA FED-EX OR UPS TO: RSOL PC SERVICES, 4554 N. UNIVERSITY DRIVE, LAUDERHILL, FL 33351. PHONE: 888.214.8625

Depot Repair Labor Rates

Diagnostic Services		Effective 5/1/2009
		Rates are subject to change without notice.
Standard Diagnostic		FREE
Advanced Diagnostic (up to 2 hours)		\$139.00 Flat Rate
Software Services		
Clean & Remove (Hard Drive Erasure)		\$39.00 Flat Rate
Data Recovery		\$99.00 per 100 GB
Data Transfer/Back-up		\$69.00 Flat Rate
Operating System Install		\$69.00 Flat Rate
Operating System Repair		\$69.00 Flat Rate
PC Tune Up / Optimization		\$69.00 Flat Rate
Service Pack Install		\$34.00 Flat Rate
Software or Driver Reinstall		\$19.00 Flat Rate
Virus Removal		\$69.00 Flat Rate
Hardware Services		
Computer Chassis Cleaning		\$9.00 Flat Rate
Desktop CD/DVDROM Install		\$29.00 Flat Rate + parts
Desktop Chassis Replacement		\$69.00 Flat Rate + parts
Desktop CPU, Fan & Heatsink Install		\$34.00 Flat Rate + parts
Desktop PCI/AGP Expansion Card Install		\$29.00 Flat Rate + parts
Desktop Floppy/ZIP Install		\$29.00 Flat Rate + parts
Desktop Hard Drive Install (no software)		\$29.00 Flat Rate + parts
Desktop Motherboard Install		\$69.00 Flat Rate + parts
Desktop Power Supply Install		\$34.00 Flat Rate + parts
Laptop Chassis Replacement		\$99.00 Flat Rate + parts
Laptop CPU, Fan & Heatsink Install		\$69.00 Flat Rate + parts
Laptop DC-In Jack Repair		\$99.00 Flat Rate
Laptop DC-In Jack Replacement		\$124.00 Flat Rate
Laptop Keyboard Install		\$34.00 Flat Rate + parts
Laptop LCD Screen or Inverter Install		\$69.00 Flat Rate + parts
Laptop Modem Install		\$34.00 Flat Rate + parts
Laptop Motherboard Install		\$99.00 Flat Rate + parts
Laptop Wireless LAN Card Install		\$34.00 Flat Rate + parts
Memory Install		\$19.00 Flat Rate + parts
Miscellaneous Services		
Research		\$69.00 per hour
Desktop Return Shipping		\$69.00 Flat Rate
Notebook Return Shipping		\$49.00 Flat Rate
Miscellaneous Labor		\$69.00 per hour