



**Affordable Technical Solutions**  
 Service • Support • Networks • Web Sites • Consulting  
*Top Quality New Computers with local Support and Service*  
**Pete Newell 376-8879**  
 solutions@atspn.com www.solutions.prnewell.com  
 Computer Service Customer Information Form



**\*\*ATTENTION\*\* FILL OUT THIS FORM COMPLETELY TO AVOID DELAYS AND ADDITIONAL EXPENSE. YOU WILL BE CHARGED FOR ALL LABOR TIME. THIS INCLUDES ADDITIONAL TIME REQUIRED TO GET NECESSARY INFORMATION MISSING FROM THIS FORM.**

**Customer Contact Information:**

**Name:** \_\_\_\_\_ **Telephone:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Address:** *include email address if different from ISP user name*

\_\_\_\_\_

**Internet Service Provider:** *(Frontier, RR, etc... NOT Yahoo, Hotmail, etc.)*

Username \_\_\_\_\_

Password \_\_\_\_\_

Service Provider \_\_\_\_\_

Dial-up number if applicable \_\_\_\_\_

*Can you be contacted by e-mail while this computer is being repaired?  Yes  No*

**Computer Description:**

Brand \_\_\_\_\_ Model \_\_\_\_\_ Approximate purchase date \_\_\_\_\_

Operating System:  Windows 7  Vista  XP  2000  ME  98  Don't Know  Other \_\_\_\_\_

**Items Included**

**\*DO NOT INCLUDE STANDARD TOWER POWER CORD –TAKE IT HOME WITH YOU**

Computer  Laptop Power Adapter& Cord  Keyboard  Mouse  Power Cord\*  Monitor  Printer

Original System Software (Operating System, Drivers, and/or Restore CDs)  Software to be installed/reinstalled

Data on back-up media  Technical Documentation  Case  Other (please list)

*Original OS/Restore/System and related disks and technical documentation must be supplied to avoid delays and/or additional charges. Do not include mouse, keyboard, monitor, or other accessories unless you think they may be part of the problem.*

**Problem Description / Work Requested:**

**You must provide your Windows username(s) & password(s) if any**

\_\_\_\_\_

**Data status:** *Programs can not be saved and must be reloaded. Data files will not be saved unless specifically listed.*

Have you backed up or saved your data?  Yes  No Is there any data to be saved?  Yes  No

*List data types, filenames, locations, and/or other special instructions:*

\_\_\_\_\_

Are there any special Desktop icons, files, or shortcuts that need to be saved?  Yes  No *if yes, please specify above*

**Priority/Rate:**  Standard (6-10 business days; \$48/hr)  Expedited (5 b.d. \$60/hr; 3 b.d. \$68/hr)  Urgent (2 b.d. \$80/hr; next business. day \$90/hr)

**\*\*\*ATTENTION\*\*\* WORK WILL BE PERFORMED AT STANDARD PRIORITY AND LABOR RATE UNLESS SPECIFIED OTHERWISE.**

- NOTES:**
- Delays due to incomplete information / waiting for information from you, or wait for ordered parts, will not reduce labor rate.
  - Due to the nature of hardware and software problems, there is no guarantee that any data can be recovered, saved or restored.
  - Programs can not be saved and must be reloaded from original install media or System Restore CD/DVD/partition.
  - You are responsible for providing original system software & licenses; and accurate information on data files to be saved/recovered.
  - If you do not supply factory recovery disks and a set can be made, I will make them before doing any other work - additional charge.
  - **Payment in full is due when services are rendered. Items will not be released without full payment of invoice.**
  - Items held due to unpaid invoices are subject to sale in satisfaction of charges after two months.
  - A finance charge of 1.5% per month will be applied to past due invoices.
  - Preferred payment methods are cash or check made out to Peter Newell. 3.5% processing fee will be added to credit card payments.
  - Affordable Technical Solutions is not liable for any damages, consequential or otherwise, resulting from hardware or software problems before, during, or after service; or resulting from incorrect information provided by customer; or for any other reason. Sole liability shall be to replace new hardware components that fail within 90 days or during stated warranty period. No warranty whatsoever on software.

*I have reviewed, understand, and agree to the above information / terms, and the rates & policies listed on the reverse side of this sheet.*

**Customer signature** \_\_\_\_\_

## RATES and POLICIES

please call for latest rates



### Labor Rates and Turnaround Times:

#### SHOP:

Standard (6-10 business day turnaround, <i>subject to parts availability</i> )	\$48/hour
Expedited (5, 4, or 3 business day turnaround, <i>subject to parts availability</i> )	\$60, \$64, \$68/hour
Urgent (2 business day turnaround, <i>subject to parts availability</i> )	\$80/hour
Next business day (by end of next business day if in by noon, <i>subject to parts availability</i> )	\$90/hour
Minimum shop charge	one hour

#### ON-SITE:

\$64/hour prescheduled, \$72/hour expedited, \$90/hour urgent. After-hours and weekend/holiday surcharges may apply.	
Pickup or delivery ( <i>no set-up</i> )	\$20 + travel time
Travel	\$40/hour

Good customer discount: Regular customers get 10% off most labor after a \$500 minimum or purchase of a new computer.

Note about Labor Rates: My goal is to provide service to you as quickly as possible and at the lowest possible cost. Work is generally performed in the order received, within each service level. Standard priority allows me to work efficiently and keep your cost as low as possible. Expedited, urgent, and on-site work introduces inefficiencies, and frequently requires that I work well outside normal working hours in order to meet commitments. "Wait time" required for certain procedures such as software diagnostics, program installations and updates, virus scans, etc. can be "off the clock" for routine work, but higher priority service may require that I wait while such procedures are completed rather than switching to some other job. I have provided priority level / labor rate options to offer you the lowest possible rates depending on your needs. You will be charged the lowest possible rate based on availability and other commitments.

Note about Turnaround Times: If you require faster than standard turnaround, you must specify on the form. If at any time after delivery of computer to me for service, you request upgrade to higher priority service, new turnaround time and rate will be calculated as of date of such request. Please note that if a delay occurs due to waiting for required information or items from you, such delay will not count towards turnaround time. For example, 3 days wait for information may result in 3 additional days before computer is done.

### Terms and Policies:

- **Payment is due when services are rendered. Equipment will not be released without full payment. Payment by cash or check preferred.** No installments or credit except by special arrangement. Credit cards only by advance agreement. Processing fee applies.
- A 1.5 % per month finance charge will be applied to overdue invoices. After 60 days, equipment may be sold in satisfaction of invoice.
- Completion of work is subject to hardware, software, and information availability. Customer must supply all original system software, documentation, and other required information. Delays in obtaining these items from customer or from original equipment manufacturer are excluded from service times listed above. Information form must be completely filled out to minimize delays. If information, original system software, or other items must be obtained from customer or original equipment manufacturer, time to obtain such items will increase turnaround time and/or labor charges as applicable. If hardware or software must be ordered, time from completion of diagnosis identifying defective/missing hardware/software to delivery of said items will be added to turnaround time.
- Shop work will be completed as quickly as possible. In general, within each priority level, work is performed in the order received (or in the most efficient order based on the nature of work) unless waiting for parts; or for CDs, documentation, or information from the customer or original manufacturer. In fairness to all customers, I can not put your job ahead of another customer at the same priority level. Expedited and Urgent service is available at additional cost for rush jobs. You must specify level, otherwise performed at standard level.
- Shop hours by appointment only. Pick up / drop off at customer location is not free but *may* be offered at no charge in cases where it is convenient for me and does not involve additional time or travel, *otherwise pickup/delivery charges will apply.* Items must be dropped off at shop; or Houppert's Creekside Furniture in Lowville and you must notify me when dropped off\*. Other drop off/pick up available by special arrangement only. Any item dropped off to the shop after 1 PM, or at any other location, will be considered as being brought in the next day for purposes of turnaround time policy. \*If you do not call and fill in date on reverse side, elapsed time starts when I pick it up.
- Customer data & programs: Customer responsible for backing up data and providing original program installation disks and product keys. Every effort will be made to save data *if specifically requested*, but due to the nature of software and/or catastrophic hardware failures, there is no absolute guarantee that data can be saved/recovered. Programs can not be saved and must be reinstalled from original media.
- Warranties: New hardware carries manufacturer's warranty only unless otherwise specified in writing. Due to the nature of used equipment, there is no warranty on used hardware All used equipment is sold as-is unless specifically stated otherwise. Completed repairs as well as used computers, monitors, printers, and other components are checked before leaving the shop and are fully operational unless otherwise noted. Hardware warranties may be purchased on selected items. There is no warranty on any software including Windows.
- Limitation of Liability: Peter Newell/Affordable Technical Solutions (ATS) shall not be liable under any theory of liability, however arising, for any costs of cover or for direct, indirect, special, incidental or consequential damages of any kind (including, without limitation, any loss of use, interruption of business, personal injury, loss of profits, loss of files, records or information, or any other pecuniary loss) arising out of the use, installation, failure of, or inability to use any product or service purchased from or supplied by Peter Newell/ATS, even if Peter Newell/ATS has been advised of the possibility of such damages.

**Failure to provide complete or accurate information or signature on the reverse side of this form or as requested may result in data loss, service delays, and/or additional expense.**

**Programs can not be saved and must be reinstalled from original media.**

**Customer must supply or purchase all software to be installed or reinstalled.**