

Affordable Technical Solutions

Technical Service, Support and Consulting Services By Peter Newell

376-8879

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On-Site Service Information Form

Customer / Authorized Contact Name:	Date:
Business Name, if applicable:	Telephone Number:
Address:	Email address:
	Internet Service Provider
Have you backed up or saved your data?	Account/Username
	No Password
	responsible for identifying and backing up data; and for supplying origina
List Windows user account, application program, router add List WiFi SSIDs and passwords. List data to be saved or a	
Travel time is billed at \$40/hour, \$50/hour urgent	
Service level / rate: ☐ Prescheduled (\$64/hour) ☐ Standard	l Priority (2-3 day, \$72/hour) ☐ Urgent (asap \$90/hour)

- INCOMPLETE OR INCORRECT INFORMATION AND/OR NON-AVAILABILITY OF ORIGINAL SOFTWARE, REGISTRATIONS, PRODUCT KEYS, PASSWORDS, DOCUMENTATION OR OTHER ITEMS MAY RESULT IN DELAYS OR ADDITIONAL EXPENSE. Customer responsible to provide required information. Wait time is chargeable.
- Inadequate Internet connections or other conditions may make on-site repair impractical or impossible. Shop repair may be required.
- There is no absolute guarantee that Windows can be repaired without a complete reload. There is no absolute guarantee that any data or program can be saved. Programs can not be saved and must be reloaded from original installation media.
- PAYMENT FOR ALL TIME SPENT ON SITE, INCLUDING DIAGNOSIS, EVALUATION, AND CONSULTING, PLUS APPLICABLE TRAVEL TIME, IS DUE UPON COMPLETION OF SERVICE, REGARDLESS OF OUTCOME.
- PAYMENT IS DUE WHEN SERVICES ARE RENDERED except by prior arrangement or with established accounts.
- Invoices not paid within 7 days are subject to a 1.5%/month per month finance charge.
- Payment must be by cash or check made out to Peter Newell. Credit cards are not accepted except by advance agreement.
- Affordable Technical Solutions / Peter Newell is not liable for any damages, consequential or otherwise, resulting from actions while
 on site; or hardware or software failures before, during, or after service; or resulting from incorrect information provided by
 customer, or any other reason.

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

Customer signature_	

RATES and POLICIES

please call for latest rates

\$64/hour

\$72/hour

\$90/hour

one hour

\$40/hour (\$50 urgent)

Labor Rates and Priority Options:

ON-SITE:

Prescheduled/flexible/noncritical (generally within 4-7 business days)**

Standard Priority response (required within 2-3 business days)**

Urgent (same day or as soon as possible) **

Minimum on-site charge

Minimum shop charge

Travel Time (charge may be reduced if travel schedule efficiencies can be achieved)

**After-hours surcharge: evening= +\$10/hour late night= +\$20/hour

SHOP:

Economy (6-10 business day turnaround) Expedited (3 <u>business day</u> turnaround)

\$48/hour \$72/hour **Standard (5 business day turnaround)** Urgent (by end of next <u>full business day</u>) \$60/hour** \$90/hour

SERVICE IS PERFORMED AT STANDARD RATE UNLESS YOU SPECIFY OTHERWISE

\$40

Good Customer Discount: Regular customers get 10% off most labor after \$500 of accumulated service.

Note about Turnaround Times for Shop Service: 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 from you may result in 3 additional days before computer is done.

Note about Labor Rates and Priority Options: My shop labor rates have not changed in over 10 years and are well below the industry average. I have provided options to offer you the lowest possible rates depending on your needs, while still offering expedited and urgent service when required. My goal is to provide the best quality service to you as quickly as possible and at the lowest possible cost. I do not cut corners. Work is generally performed in the order received, within each service level. Economy service allows me to work efficiently and keep your cost as low as possible. Expedited and Urgent service introduces inefficiencies and frequently requires that I work well outside normal working hours (i.e. "overtime). "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 in the shop, but higher priority shop work and on-site service generally requires that I wait and/or remain focused on your computer while these procedures/programs are running, rather than switching to some other job.

Terms and Policies: (see also reverse side)

- 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 turn-around 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 turn-around 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 Electronics/Creekside Furniture in Lowville by prior arrangement only. If you do not call and/or fill in date on reverse side, elapsed time starts when I pick it up. 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.
- Customer data & programs: You are 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 catastrophic software and/or 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 Windows any other software.
- 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 property, 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 specifically 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.

