



# Affordable Technical Solutions

Technical Service, Support and Consulting

Services By Peter Newell

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## On-Site Service Information Form

Contact Name:

Date:

Business Name:

Telephone:

Address:

Email address:

Internet Account info (required for setup or reload)

  
Password  
Provider  
Dial-up access number

Have you backed up or saved your data?  Yes  No

Is there any data that needs to be saved?  Yes  No

If yes, please list specific data and locations. Customer is ultimately responsible for identifying and backing up data; and for supplying original operating system and application software installation CDs, Product Registrations or Certificates of Authority, and documentation.

Describe problem or work to be done as completely as possible:

List Windows and application program usernames and passwords, if applicable. List data to be saved.

Priority level and labor rate:  Standard (\$64/hour)  Expedited (\$72/hour)  Urgent (\$90/hour)

- **INCOMPLETE OR INCORRECT INFORMATION AND/OR NON-AVAILABILITY OF ORIGINAL SOFTWARE, REGISTRATIONS, PRODUCT KEYS, DOCUMENTATION OR OTHER ITEMS MAY RESULT IN DELAYS OR ADDITIONAL EXPENSE.** Dial-up or other slow Internet connections may make on-site repair impractical or impossible.
- 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. Sole liability shall be to replace new hardware components that fail within 90 days or during stated warranty period.

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 ask for latest rates



## Labor Rates:

### ON-SITE:

Standard/scheduled (generally scheduled within business 4-7 business days)**	\$64/hour
Expedited (generally within 2-4 business days, or outside normal business hours)**	\$72/hour
Urgent (same day or as soon as possible) **	\$90/hour
Minimum on-site charge	one hour
Travel	\$40/hour (\$50 urgent)

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

### SHOP:

Standard (6-10 business day turnaround): \$48/hour;	Business / Priority (5, 4, 3 business day): \$60, \$64, \$68/hour
Urgent (2 business day turnaround); \$80/hour;	Overnight / next business day: \$90/hour
Minimum shop charge: one hour	Pickup or delivery ( <i>no set-up</i> ): \$20 + travel

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. Standard priority shop work and prescheduled/mutual convenience on-site work allows me to plan my schedule efficiently, which in turn allows me to keep your cost as low as possible. Expedited and Urgent priority service requires rescheduling other commitments, introduces inefficiencies, and/or requires working extended hours (Sometimes well past midnight) and/or weekends to meet commitments. Furthermore, much of the time involved in certain procedures involves waiting for tests to complete running, data to download or transfer, or programs to load. Any high priority service may require that I wait while such procedures are completed rather than let them occur "off the clock" while performing other work. The above-listed fee schedule provides you with options to obtain the lowest possible rates for work that can be prescheduled or done at mutual convenience for maximum efficiency, while still making priority or emergency service available when required. 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 priority or urgent 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. Payment by cash or check preferred.** Credit cards accepted only by advance agreement and a 3.5% processing fee will apply. No credit or time payment except by special arrangement. Trades considered.
- Accounts not paid within 7 days subject to 1.5 % per month service charge. After 60 days, equipment may be sold to pay invoice.
- Payment for any time spent on site, including diagnosis, evaluation, and consulting, plus applicable travel charges, is due upon completion of service, regardless of outcome.
- Any item picked up after 1 PM will be considered as being brought in the next day for purposes of turnaround time policy. Delivery to customer location *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*. Shop hours are by appointment only.
- Shop work will be completed as quickly as possible. In general, within each service 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. Priority and Urgent service is available at additional cost for rush jobs. You must specify level.
- 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 original equipment manufacturer or customer, 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.
- 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.
- Customer data and programs: Customer is ultimately responsible for backing up data and for providing original program disks and registration numbers in cases where software must be reinstalled. Every effort will be made to save data if specifically requested by customer, however due to the nature of Windows problems and/or catastrophic hardware failures, there is no absolute guarantee that data can be saved or recovered. Programs can not be saved and must be reinstalled from original media.
- Peter Newell/Affordable Technical Solutions shall not be liable for any damages, direct or consequential, whether resulting from data loss, equipment failure, repair delays, unavailability of equipment, unsuitability of equipment for any purpose, actions or consequences of actions at customer's site, or for any other reason.

**Failure to provide complete or accurate information or signature on the reverse side of this form or as and when 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.**