

## Computer Repair Request & Authorization Form

Name / Contact Person: \_\_\_\_\_ Date: \_\_\_\_\_

Best time and Phone Number to contact you / contact person for this repair: \_\_\_\_\_

Please **describe as accurately as possible**, what happens or happened. Does this problem occur when running all software or just one particular piece of software, etc.?

**Description of Problem:**

No Internet Access  Virus/Trojan  Pop Ups  Painfully Slow  Noisy/Dirty  Other (describe below)

**Details of Problem:**

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**What have you tried to fix this? What were the results?**

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Please describe any **special software** you use / have on the computer (ex: accounting, anti-malware/antivirus, contact manager, calendar, portable device sync/transfer, email, web browser), including special folders if known: \_\_\_\_\_

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Have there been any changes to the computer or software installed recently?

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**Please provide any user names and passwords associated with logging onto the computer:**

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Please Read and Sign Below, Disclaimer, Grisham Information Systems Consulting, LLC is not responsible for any and all data loss due to repair work, please back up your data accordingly. Repair times are estimates, exact repair times vary greatly and can be affected by repair type, inventory and many other factors. You at any time have the right to cancel your repair work, in this case you will only be held accountable for any actual costs incurred by Grisham Information Systems Consulting, LLC up to the point the repair request is canceled.

**Please do not bring any cords or accessories** with the unit that is to be repaired, unless told otherwise. Please **do bring the AC / charger pack for laptop computers**. We reserve the right to install used parts in certain situations unless otherwise agreed upon. All repairs come with a 30 day in house warranty. We are very concerned with the privacy of your data, we agree to never use or share any data or information that is held on your computer.

## Labor Rates

**On-Site / Remote Service Call** - - - - - \$60.00 / Hour {Seniors/Retired ---\$50.00 / Hour} \*  
Home Network & Security Setup - - - - - \$60.00 {Seniors/Retired ---\$50.00} \*

**Carry-in Troubleshoot/Repair**- - - - - \$60.00 / Hour {Seniors/Retired ---\$50.00 / Hour} plus parts  
PC Tune Up - - - - - \$90.00 {Seniors/Retired ---\$75.00}  
Computer Migration / Data Transfer - - - - - \$120.00 {Seniors / Retired ---\$100.00}  
New Computer Setup- - - - - \$60.00 {Seniors / Retired ---\$50.00}  
E-Mail Client Setup - - - - - \$30.00 {Seniors / Retired ---\$25.00}  
Printer and Multi-Function Device Setup - - - - - \$30.00 {Seniors / Retired ---\$25.00}  
System Reloads - - - - - \$180.00 {Seniors / Retired ---\$150.00}  
Data Backups - - - - - \$30.00 {Seniors / Retired ---\$25.00}  
Spyware, Adware, Malware Removal and Updates - - - - - \$90.00 {Seniors / Retired ---\$75.00}  
Hardware Upgrades - - - - - \$30.00 + parts {Seniors / Retired ---\$25.00}

### Remote Service:

Our remote support service is available for PC and Mac users with a high-speed broadband connection. We will establish a secure, one-time connection, to your computer and can see your screen, move your mouse and control your keyboard. Many issues can be resolved using our remote support tool. Call us at (262) 363-7995 to arrange a Remote Support Session. Your call will be scheduled with a support technician (usually within one business day).

**Estimated Completion Date:** \_\_\_\_\_

I authorize Grisham Information Systems Consulting, LLC Technicians to perform the work necessary to repair / upgrade my computer. I understand and agree that my signature on this form is required for all repairs. I also understand and agree that I will be responsible for payment for all services rendered per the fee schedule provided above.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Payment for repairs is due at the time your computer / equipment is picked up. Please make checks payable to Grisham Information Systems Consulting, LLC.** Payments over 30 days overdue will be assessed a 2% per month (compounded monthly) fee. Equipment left more than 45 days after notification it is ready for pick up will be considered abandoned and subject to disposal at the discretion of Grisham Information Systems Consulting, LLC.

**Please Note:** GISC assesses a minimum \$30.00 {Seniors / Retired ---\$25.00} fee for diagnosing a problem with your computer. This fee will be applied to the cost of any repairs made to the same computer.

\* A non-refundable \$10.00 trip fee will be assessed for all Mukwonago area on-site service calls. A non-refundable trip fee of \$25.00 will be assessed outside the Mukwonago area, but within the Waukesha / Milwaukee Metropolitan area.

**Ask about our Loaner Computers - available while yours is being repaired.**

\*\*\*\*\*OFFICE USE ONLY\*\*\*\*\*

Repairs Made and description: Repair Person \_\_\_\_\_

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

### Warranty

All services have a 30 day warranty.  
All new parts are warranted by the manufacturer.  
We do occasionally replace broken parts with known good used parts. These used parts are sold as is and without warranty. We do this to save you money, and we will notify you before we replace with used parts. However, if you specify to use new parts only, we will.

This warranty covers all hardware and software purchased.

This warranty will be void if the customer installs any hardware device, installs software, contracts a malware infection, acts of God or any other issue that is not directly related to the services or repairs that have been performed on this order.

Grisham Information Systems Consulting, LLC shall not be liable for any data stored on the customer's drive(s). We will make every effort to preserve your data, but even the best efforts sometimes fail. We encourage customers to make back-ups regularly and especially before an installation or repair is performed.