

● Does the computer have updated Anti-Virus software installed? Yes No

Norton McAfee AVG Sophos Kaspersky Panda Other (Please Circle One)

● Does the computer have important data on it; i.e. accounting, word documents, etc.? Yes No

● Do you have a backup of your important data? Yes No

● Do you want P.C. to perform a data backup? Yes No **\$85.00 for up to 10GB of Data Backup. Plus any additional Media Needed.**

● If reformatting is required, would you like us to install your software programs? Yes No **\$25.00 per Title.**

* If we are reinstalling software, i.e. (Operating System, Programs) we will need all software with the required installation keys / codes. Including the Certificate of Authenticity and the Original Media.

● Personalized Computers reserves the right to assess a fee of \$129.00 for any computer that is infected with Viruses. This charge is for virus removal, which will need to occur prior to continued work on the computer. Viruses can be very destructive to an operating system, and computer network. This process is to protect our internal network from infection, and to expedite the repair (diagnosis) process in a cost effective manner.

Personalized Computers assumes no responsibility for loss of data. Systems (computers, etc.) that are left for more than 30 days of completion are considered abandoned and will receive a \$50.00 a month management fee. After 90 days, Personalized Computers reserves the right to sell or dispose of the system (components) to pay for management fees. A description of the services that we offer as well as what you should expect from the repair as well as a list of those things that Personalized Computers cannot guarantee nor can it be held responsible for, can be found on our website at the following web address:

<http://www.personalized-computers.com/customer%20repair.pdf>

I, the undersigned, agree to these terms and agree to the labor rates as they have been stated.

Signature: _____

Date: _____

For Office use only:

Warrantly Return Free Billed Subsidized Amount

Customer Call Log

Date & Time: _____ Called By: _____ Spoke with / Left Message: _____

Yes No LM

Yes No LM

Yes No LM

Yes No LM

Yes No LM