

## System Check In Sheet



Personalized Computers 573-817-2597  
3600 Interstate 70 Dr. SE  
Suite G  
Columbia, MO. 65201

System S/N: \_\_\_\_\_

Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Company Name: \_\_\_\_\_

Other Number: \_\_\_\_\_

Address: \_\_\_\_\_

E-mail address: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

Time: \_\_\_\_\_

**Detailed Description of the Problem:**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I do not expect Personalized Computers to fix any problems that are not listed above (Initial): \_\_\_\_\_

**Other Items left with the Computer:**

\_\_\_\_\_  
\_\_\_\_\_

- Desktop     Laptop     Other     Diagnosis     Upgrade     Repair

**Please read over the following:**  
Labor rates are as follows: Total costs of services are available via the "List of Services." Otherwise, if a service is not covered by the list, then the labor rate is: \$50 per hour billed by the 1/2 hour with a minimum bench fee of \$35.00

- We do offer OPTIONAL Expedite services:  
**(Neither service guarantees completion within a set time, only that the diagnosis will take place sooner.)**
- Same Day (Before 3:00 P.M.)    Additional \$50.00 added to the bill.  
**(Moved to the front of the queue)**
- When You Walk IN    Additional \$100.00 added to the bill.  
**(Placed on the bench immediately)**

\* **We reserve the right to charge a \$15.00 Physical Cleaning fee if it requires cleaning in order to effectively complete the service.**

- Do you want **DATA RECOVERY** of a failed / damaged hard drive?    \$199.00 data retrieval/recovery.    **(NO GUARANTEE)**
- Does the computer require a **Username or Password** to access it?    User Name: \_\_\_\_\_  
Password: \_\_\_\_\_

\* If we are unable to access the system due to the Password not being supplied, the password will be changed to access the system, and a \$10.00 charge will be added to the bill in order for the technician to fulfill the work in a timely manner.

● 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: \_\_\_\_\_

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**For Office use only:**

Warranty

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