



Computer Repair/Service Request Form

Print Name:	Phone:
Address:	Email:
Username:	Password:

Service Liability and Privacy Disclosure

IT Solutions of NWF, LLC will use its best efforts to resolve customers technical problems and/or services in a professional, reasonable and timely manner, taking into consideration the circumstances and nature of the technical problems and/or services. Response times may be delayed due to research and inquiries, as necessary. IT Solutions of NWF, LLC cannot guarantee that every request for technical support will be resolved. IT Solutions of NWF, LLC's consultations constitute only advice and suggestions. Technical problems may be a result of software or hardware failure, corruption or user error and may not be correctable. IT Solutions of NWF, LLC reserves the right to refrain from providing any or all services ordered and refund your payment. Any refund referred to in the previous sentence shall not include labor, parts, or any other charges that may apply or occur, wholly or in part, if minimum system requirements are not met or if technical conditions or customer requirements are unusual, extensive, or beyond the scope of this service agreement or beyond the technicians control as determined by IT Solutions of NWF, LLC. The customer's privacy will be respected and IT Solutions of NWF, LLC will never share anything that they find or come across on a customer's computer/hard drive unless said content is illegal or IT Solutions of NWF, LLC is forced to reveal information by law enforcement.

You understand and agree, that prior to contacting or allowing IT Solutions of NWF, LLC to perform diagnostic repair or any other services on your computer and/or equipment, it is your responsibility to back-up the data, software, information or other files stored on your computer disks and/or drives. You acknowledge and agree that IT Solutions of NWF, LLC shall not be responsible under **any** circumstance for any loss or corruption of data and/or software or hardware or any other parts as well as CD's/DVD's etc... You also acknowledge if a System Reinstallation occurs, you will lose **all** files on your hard drive. You agree to pay fees in accordance with IT Solutions of NWF, LLC's rates and policies. If any computer or other related items, such as, software, hardware, monitors, computers, towers, and laptops are not picked up and all fees due to IT Solutions of NWF, LLC are not paid in full within 30 days of completion of services then IT Solutions of NWF, LLC has the right to take ownership of any and all said items. IT Solutions of NWF, LLC stands behind the quality and craftsmanship of its service. All work conducted by IT Solutions of NWF, LLC comes with a conditional 14-day guarantee from the time customer picks up computer or after leaving customer's facility. IT Solutions of NWF, LLC is not responsible for customers data loss as customers are highly encouraged to backup all data prior to authorizing service work. Excluded from this warranty are damages caused by owners abuse, misuse, unauthorized modifications, acts of God, the environment, fluids, attached components, electrical surges, and faulty electrical equipment.

By signing this form, you agree to pay "IT Solutions of NWF, LLC" in full for products and services rendered. Failure to pay will result in legal actions in which you agree to pay for all legal costs, including all collection fees incurred by "IT Solutions of NWF, LLC" to obtain payment including but not limited to all attorney fees and court cost. Any check not honored upon presentation to a bank will incur \$35 bad check fee each time it is presented to a bank or whatever maximum is allowed by law, whichever is greater. Any invoice not paid in full within 30 days will accrue interest at the maximum rate allowed by law, compounded daily or whatever maximum allowed by law from the date of the original invoice. All sales are final.

IT Solutions of NWF, LLC will not be held responsible for any problems arising from software installed on your computer by our technicians, you, or other third party(s). IT Solutions of NWF, LLC will not be held liable for lost data due to hardware failure, virus, spyware, corruption or any other situation. If any problems with software or hardware arise, it is your responsibility to obtain support from the manufacturer of the product at fault. Under no circumstances shall IT Solutions of NWF, LLC be liable to you or any other person for any damages, including without limitation any indirect, incidental, special or consequential damages, expenses costs, profits lost, lost savings or earnings, lost or corrupted data, or other liability arising out of or related to the services provided by IT Solutions of NWF, LLC or out of the installation, de-installation, use of, or inability to use your computer equipment, hardware, peripherals, or the network as a result of the services provided hereunder. IT Solutions of NWF, LLC shall not be liable for any failure or delay in performance due to any cause. If IT Solutions of NWF, LLC's ability to render services is impaired by your failure to cooperate or circumstances beyond the control of IT Solutions of NWF, LLC, IT Solutions of NWF, LLC may choose not to provide services.

By signing this form, you will agree to release and hold harmless IT Solutions of NWF, LLC from and against any loss, liability, or damage, including without limitation, any indirect, incidental, special or consequential damages, expense, costs, profits, lost savings or earnings or liability that you, the owner, or lessee may suffer arising out of, or related to, the services provided by IT Solutions of NWF, LLC and all of their employees. This includes but is not limited to data loss or lack of function in any component or element of your computer system and/or peripherals as a result of IT Solutions of NWF, LLC's actions or the actions of its agents, partners, and/or third-party service providers. You agree that IT Solutions of NWF, LLC's total liability for damages related to its provision of services is limited to the total amount you pay for such services, and you release IT Solutions of NWF, LLC from liability for any indirect, incidental, special, or consequential damages. By signing this form, you are claiming the computer and/or equipment is yours or you have permission to allow IT Solutions of NWF, LLC to perform work and claim the computer and/or equipment or any other items are not stolen or any other unlawful act.

Signature: _____

Date: _____



Make/Model:	Customer Issues
Serial Number:	<input type="checkbox"/> Crashes/Reboots <input type="checkbox"/> Slow <input type="checkbox"/> Needs Cleaned
Product Number:	<input type="checkbox"/> No Video <input type="checkbox"/> No Internet <input type="checkbox"/> No Power
Service Tag:	<input type="checkbox"/> Viruses <input type="checkbox"/> Needs Antivirus <input type="checkbox"/> Freezes <input type="checkbox"/> Pop-Ups
Operating System:	<input type="checkbox"/> Needs Hardware: _____
<input type="checkbox"/> Tower <input type="checkbox"/> Laptop <input type="checkbox"/> Other: _____	<input type="checkbox"/> Error Message: _____

Items Checked In

<input type="checkbox"/> Keyboard <input type="checkbox"/> Mouse	<input type="checkbox"/> Power Cord <input type="checkbox"/> AC Adapter	Other:
<input type="checkbox"/> Monitor <input type="checkbox"/> Case/Bag	<input type="checkbox"/> Software _____	

Summary of Repairs (Office Use Only)

<input type="checkbox"/> Reloaded OS	<input type="checkbox"/> AC Adapter <input type="checkbox"/> Cable	<input type="checkbox"/> Keyboard <input type="checkbox"/> Mouse
<input type="checkbox"/> Virus/Spyware Removal	<input type="checkbox"/> Motherboard	<input type="checkbox"/> Video Card
<input type="checkbox"/> Antivirus Install/Configuration	<input type="checkbox"/> CPU <input type="checkbox"/> Heatsink <input type="checkbox"/> Fan	<input type="checkbox"/> LCD Replacement
<input type="checkbox"/> Windows/Drivers Update	<input type="checkbox"/> Hard Drive <input type="checkbox"/> Optical Drive	<input type="checkbox"/> Clean/Dust Removal
<input type="checkbox"/> Installed RAM _____	<input type="checkbox"/> Power Supply	<input type="checkbox"/> Other _____

Technician Notes:

Parts Ordered:

All equipment received by customer: _____

Date: _____