

**ComputerHeads LLC**  
**Check-In / Service Terms & Conditions Form**

Customer Name: \_\_\_\_\_  
Street Address: \_\_\_\_\_  
City/State/ZIP: \_\_\_\_\_  
Phone/Email: (H) \_\_\_\_\_/(W) \_\_\_\_\_/(C) \_\_\_\_\_/(Email) \_\_\_\_\_

Service(s) Requested:    \_\_\_ Diagnostic Analysis (\$45 - waived if our repair is completed)    \_\_\_ Hourly Rate Svc (\$100/hr, 1 hr min, billed in 15min incremnts)  
                                  \_\_\_ Full PC Tune Up (\$119 - incl. virus & spyware removal)        \_\_\_ Mini PC Tune Up (\$69 - virus & spyware removal not incl.)  
                                  \_\_\_ Full System Rebuild (\$149)    \_\_\_ New Computer or Laptop Purchase & trialware removal (\$49)  
                                  \_\_\_ File Transfer (\$69 - files & settings only)                                \_\_\_ Operating System Upgrade (\$69 & up. Give details below.)  
                                  \_\_\_ Software Installation (\$39 & up. Give details below.)                \_\_\_ Hardware Installation/Upgrade (\$39 & up. Give details below.)  
                                  Service Details: \_\_\_\_\_

Regarding requests for ComputerHeads LLC to perform data backup –  
ComputerHeads LLC can provide limited data file backup service. This service applies to specific data files only; and the hard drive with the files to be backed up must be functioning and accessible. We can also supply the storage media for the backup service. Although ComputerHeads LLC will make every reasonable effort and take every reasonable precaution, there is no expressed guarantee on the integrity or the completeness of the backup performed. It is the customer's responsibility to maintain current backup copies of data and any application programs. In the event of data loss for whatever reason, it is the customer's responsibility to restore and/or replace the data as needed. ComputerHeads LLC assumes no responsibility for any software programs, data loss or restoration. In no event shall ComputerHeads LLC be held liable for any consequential or incidental damages due to lost data, lost program, or defects in parts or labor. The total liability of ComputerHeads LLC shall in no event exceed the total sum paid to ComputerHeads LLC for the data file backup service. The customer acknowledges that the estimated and actual fees reflect this limitation of liability and risk.

Types of Files Needed:    \_\_\_ Email/Address Book    \_\_\_ Microsoft Office Documents (Word, Excel, etc.)    \_\_\_ Internet Favorites    \_\_\_ Music    \_\_\_ Pictures  
                                  \_\_\_ Other (specify): \_\_\_\_\_  
Location of Files Needed:    \_\_\_ My Documents/My Music/My Pictures Folder    \_\_\_ Other (specify): \_\_\_\_\_

I hereby certify that I am the owner of this PC, or have permission from the owner, to make the decisions required to complete this form and submit this PC for service. I request that the services marked above be completed by ComputerHeads LLC. I have read, understand, and agree to the terms above and below.

Customer Printed Name \_\_\_\_\_ Date \_\_\_\_\_  
Customer Signature \_\_\_\_\_

I understand and agree to the following Terms & Conditions –  
WARRANTY REPAIRS - A valid proof of purchase must be provided before any Warranty work will be performed. I understand that software, software configurations, some hardware adjustments, virus detection/removal, and plastic parts are not covered by manufacturers' warranties and that normal Non-Warranty repair rates will apply.

NON-WARRANTY REPAIRS - A diagnostic fee will be charged for diagnosing the problem, repairing, and final testing of the unit. This fee is due if any portion of this service is provided, or if repairs recommended by ComputerHeads LLC are declined. I understand that if I choose to have additional items installed or request other work, additional labor charges will apply at normal posted shop rates. I understand that payment in full is due before any equipment can be released by ComputerHeads LLC.

PARTS FOR REPAIR - New, used, reconditioned or re-manufactured parts may be used in warranty and non-warranty repairs.

NON-RETURN OF PARTS - All warranty and non-warranty parts replaced under an exchange or core basis will not be returned to me; other replaced parts will be tendered to me.

UNCLAIMED EQUIPMENT - Customer grants ComputerHeads LLC a security interest in and to the equipment to secure payment of the charges incurred hereunder. Any items not claimed and not paid for within thirty (30) days of my declining repair, or first notification from ComputerHeads LLC that the work is complete, shall be considered abandoned by the customer. I authorize ComputerHeads LLC to dispose of this abandoned equipment including all data and programs.

DATA LOSS - Requested repair and/or installation service may cause partial or complete data loss from my equipment. This data includes but is not limited to: cookies, temporary Internet files, Internet browsing history, stored form data and passwords, and various user files. I must maintain backups and assume all responsibility for restoring any lost data or software. ComputerHeads LLC assumes no responsibility for any software program, data loss or restoration.

LIMITED WARRANTY - ComputerHeads LLC warrants all replacement parts used will be free from defects in material or workmanship for 90 days from date-of-purchase. ComputerHeads LLC will repair or replace, at its option, parts found to be defective during that time. Repair and any installation labor is warranted for 30 days from date-of-purchase and limited to a redo of original work.

THIS LIMITED WARRANTY IS EXCLUSIVE AND IS IN LIEU OF ALL OTHER WARRANTIES, OTHER THAN THE WARRANTY OF TITLE, WHETHER ORAL OR WRITEN, EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE. Some states do not allow limitations on how long an implied warranty lasts or do not allow the exclusion or limitation of incidental or consequential damages, so any such limitations or exclusions may not apply to you. This warranty gives you specific legal rights. You also have other rights which may vary from state to state.

LIMIT OF LIABILITY - In no event shall ComputerHeads LLC be liable for any consequential or incidental damages due to lost data/programs, defects in parts or labor. The total liability of ComputerHeads LLC shall in no event exceed the total sum paid to ComputerHeads LLC for this repair. The customer acknowledges that the estimated and actual fees reflect this limitation of liability and allocation of risk.

COMPLETE AGREEMENT - This Check-In/Service Terms & Conditions Form constitutes the entire agreement between the parties. No amendment to or modification of this agreement will be binding unless it is in writing and signed by an authorized ComputerHeads LLC Manager. I agree that the terms "PC", "pc", and "Computer" are equal and interchangeable.

<b>ComputerHeads LLC Office Use Only</b>	
System Check-In Date/Time/Tech _____	System Type/Brand/Model/Serial# or Service Tag _____
Initial Return Date Quoted _____	_____