



828 242 4292
gordon@gotogordon.com
www.gotogordon.com

Computer Repair Service Agreement & Release Form

Customer Information:

Name: _____

Address: _____

Email: _____ Phone: _____ Is Text ok? _____

Computer Information:

Make: _____ Model: _____

Login Username: _____ Login Password: _____

Description of Problem: _____

How did you hear about us? _____

Customer agrees to the following terms:

1. *Go-To Gordon Computer Services LLC* is not responsible for and cannot be held liable for any loss or corruption of data. Go-To Gordon will backup customer data before any work is performed to assure there is no data loss. The backup will be destroyed upon completion of work.
2. On-site work will be billed hourly at a rate of \$90 per hour, with a one hour minimum. Some work is best performed at our shop and will be billed at a flat rate. An estimate of cost for work will be provided before performing services/repairs. Estimates are not guaranteed. In the case that there is an unforeseen deviation beyond the above estimated amount, every effort will be made to contact you and inform you of the situation and receive authorization to continue or stop work. In the case that you cannot be reached, work will stop until contact is established.
3. There is a \$50 diagnostic fee if you do not wish to proceed with repairs. If you wish to proceed with repairs the diagnostic fee is applied toward the total bill.
4. Full payment is due upon completion of services or repairs. The customer's computer will remain in my possession until full payment is received. There will be a \$30 service charge for all returned checks.

5. After an off-site repair is complete, you must take delivery of your computer within 7 days or there will be a storage fee of \$10.00 a day. I have limited space and can't store your computer in my home.
6. If payment is not received within 30 days of the date of invoicing, *Go-To Gordon Computer Services LLC* will take action under North Carolina law to obtain possession of any and all equipment related to the job. Said equipment may be sold to cover any outstanding payments not received. All personal data will be irrevocably destroyed to protect your privacy. We will make every effort to contact you, but if we are not able to reach you within this timeline regardless of the reason, *Go-To Gordon Computer Services LLC* will take action to obtain possession.

I, the customer, understand and agree to these terms.

Client Signature: _____

Date: _____

Warranty

Go-To Gordon Computer Services LLC offers the following warranty

- **Labor** periods:
 - **30-day warranty:** All work is covered by a labor-only 30-day warranty. If the same problem reoccurs within 30 days of the original repair (stated on the invoice), *Go-To Gordon Computer Services LLC* will only charge for any additional parts that may be required. Excludes faults caused by software, virus and end-user errors.
- **Custom Built Systems**
 - We provide one-year labor warranty on custom builds for hardware related issues. Software/Windows issues will be handled on a case by case basis. Excludes faults caused by, virus and end-user errors. Normal labor rates will apply after one year.
- **Hardware**
 - Faulty hardware may be exchanged during the return period (usually 30 days from when the product was ordered). After that, it will revert to the manufacturer warranty (if applicable), which *Go-To Gordon Computer Services LLC* will handle for you.
- **Virus Removal**
 - **15-day warranty:** This applies to the **same infection only**. Your computer will always have active and up-to-date antivirus software before it leaves *Go-To Gordon Computer Services LLC*. If you do not have a current paid antivirus solution in place, we offer an installation of free antivirus software, with the option of purchasing more robust protection. We will advise clients on safe Internet habits and implement safety tools to support you in avoiding reinfection.
 - Typically, Internet surfing habits are the main cause of virus infection, so you may become re-infected if your surfing habits remain unchanged. Only the original virus or malware removed by *Go-To Gordon Computer Services LLC* is covered by our 15-day warranty. New infections, and even the same infection occurring outside of 15 days, will be considered a new job.

We also offer 30 minutes of free remote support for follow up on any service we have completed for a client.

Warranty Exclusions

Go-To Gordon Computer Services LLC warranty does *not* cover the following:

- Accidental damage (i.e., liquid damage; component damage/failure due to misuse, drops, etc.)
- Damage caused by power surges or spikes
- Loss or damage due to negligence, accidents, or “acts of God”

I, the customer, understand and agree to these terms.

Client Signature: _____

Date: _____