



828 242 4292  
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## Small Business Computer Service Agreement

### Customer Information:

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

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

Contact Email: \_\_\_\_\_ Phone: \_\_\_\_\_

Contact Email 2: \_\_\_\_\_ Phone 2: \_\_\_\_\_

### Workstation Information:

1:  
Make: \_\_\_\_\_ Model: \_\_\_\_\_

Login Username: \_\_\_\_\_ Login Password: \_\_\_\_\_

2:  
Make: \_\_\_\_\_ Model: \_\_\_\_\_

Login Username: \_\_\_\_\_ Login Password: \_\_\_\_\_

3:  
Make: \_\_\_\_\_ Model: \_\_\_\_\_

Login Username: \_\_\_\_\_ Login Password: \_\_\_\_\_

4:  
Make: \_\_\_\_\_ Model: \_\_\_\_\_

Login Username: \_\_\_\_\_ Login Password: \_\_\_\_\_

5:  
Make: \_\_\_\_\_ Model: \_\_\_\_\_

Login Username: \_\_\_\_\_ Login Password: \_\_\_\_\_

**Additional Passwords (ex: QuickBooks, Outlook/email (if applicable), Router/Firewall, Wireless etc.)**

Software/Device:		
Login Username:	Login Password:	
Software/Device:		
Login Username:	Login Password:	
Software/Device:		
Login Username:	Login Password:	
Software/Device:		
Login Username:	Login Password:	
Software/Device:		
Login Username:	Login Password:	

**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. If requested *Go-To Gordon* will backup customer data, which may require an additional charge. The cost for backup is to be determined by the amount of data.
2. Customer agrees to hourly rate as follows: \$90 per hour, with a one hour minimum. Some work such as virus removal is best performed at my shop and will be billed at an agreed upon flat rate.
3. Full payment is due upon completion of services or repairs. There will be a \$30 service charge for all returned checks. Established clients may be invoiced at my discretion. Invoices are to be paid within 7 days.
4. 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.
5. 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 periods:

- **Labor**
  - **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:**

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