



SERVICE REPAIR ORDER

PROGRESSIVE COMPUTER SOLUTIONS, INC.

2437 Berg Road Suite H
West Seneca, NY 14218
Phone: 716-539-9555
http://www.pcsbuffalo.com

Please follow these easy steps in order to have your item repaired:

1. Print this service request form, complete it in full and sign the last page.
2. Call us at **716-539-9555** or ship the item to the address above and include a copy of this completed Service Request form.
3. Once we receive your item, a technician will call you before any work is done.
4. When the repair is complete, the technician will call you again to arrange payment and delivery or pickup.

NAME: _____ **BUSINESS NAME:** _____
Work Phone: _____ **Home Phone:** _____
Email Address: _____
Street: _____ **City:** _____
State: _____ **Zip:** _____

How did you find us? (Please select one)
 Phone Book (Local Edge or Verizon?) _____
 Friend (Who?) _____
 Flyer (where?) _____
 Internet (which website?) _____

Please give a brief description of problem or work to be performed:

User's logon Password: _____
 (If password isn't provided, we may remove the current password in order to perform requested work)

Item model # _____ **Serial Number:** _____

The hard drive is formatted and used with: (Please select one)
 Macintosh computer
 Windows Computer
 Linux Computer
 Other

Progressive Computer Solutions

Terms & Conditions

I grant permission to Progressive Computer Solutions to perform any action deemed necessary by them, in an attempt to repair my computer. Furthermore, I release Progressive Computer Solutions from any liability for any data loss which may occur, or component failures occurring during attempted repair, testing, or at any other time. Progressive Computer Solutions is not responsible for loss of profit or any direct, indirect, special, incidental, or consequential damage occurring during or after computer service. I also release Progressive Computer Solutions from liability associated with any hardware, diskettes, or other media sent in connection with this waiver.

ALL CLAIMS FOR LIABILITY AND/OR LOSS INCLUDING WITHOUT LIMITATION ANY INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES WHICH MAY OCCUR AS A RESULT OF ANY Progressive Computer Solutions ACTION (OR INACTION) ARE HEREBY EXPRESSLY WAIVED.

Payment: I understand that payment is due in full at the time of service and unless specified in writing and that charges are binding. I agree to pay Progressive Computer Solutions to repair, analyze and troubleshoot my computer hardware at a rate of \$100 per hour. Minimum charge is \$50. Time will be billed to the nearest 1/2 hour. If the customer is unsatisfied with any of the repairs or service, the customer must notify the technician before he/she leaves the premises. Progressive Computer Solutions accepts cash, checks and debit/credit cards via paypal. The client acknowledges that there is a \$25.00 fee for any returned checks. If Progressive Computer Solutions is asked to perform repair work on-site or remotely that there will be a separate charge. Please request an estimate of cost before any work is performed. If no request is made, you agree to pay all charges and/or fees assessed by Progressive Computer Solutions.

Estimated Completion Time: Progressive Computer Solutions will provide an estimated completion time for your repair/install. Please call before you come in to pick up your equipment or to schedule a drop off. Unforeseen circumstances may have an impact on our ability to complete the repair(s) as provided in the estimate. If parts and/or software must be ordered or extensive repairs are needed, the repairs might take longer.

Impact of Upgrades: Please be advised that it is your responsibility to understand the impact of upgrades to the operating system, applications and utility software. Such upgrades can lead to incompatibilities and the possible loss of data. Computer hardware and software work together and incompatibility may not become apparent until a later date. You are responsible for contacting the manufacturer of your software and or hardware regarding compatibility issues before you request any upgrades. Progressive Computer Solutions is not responsible for these incompatibilities and/or problems that might arise.

LIMITATION OF LIABILITY: To the extent permitted by law, you agree that Progressive Computer Solutions's total liability for damages related to its services and/or repairs is limited to the total amount you pay for the services and/or repairs and you release Progressive Computer Solutions from liability for any indirect, incidental, special, or consequential damages. Progressive Computer Solutions IS NOT LIABLE FOR LOSS, ALTERATION, OR CORRUPTION OF ANY DATA OR FOR YOUR INABILITY TO USE YOUR COMPUTER EQUIPMENT OR OTHER PRODUCT. Any time a computer is accessed, there is risk of damage including, but not limited to, permanent loss of data or programs, and total loss of function of the computer. This risk is increased when the computer has been infected with viruses, worms, or other malicious software. Be aware that certain repairs, including but not limited to virus and spyware removal, may damage software and/or data installed on your computer. This is to be expected and may require the re-installation of your operating system, programs, and data at an additional cost. In addition, anytime computer hardware is diagnosed, repaired, replaced or upgraded there is a risk of damage to hardware, not limited to but including the motherboard and hard drive. Progressive Computer Solutions will not be liable for any damage to hardware in the course of diagnosis, repair or troubleshooting.

Loss of Data: Data is the most important part of a computer system because it is often irreplaceable. Due to the process of repair, data may get damaged, corrupted or deleted. Progressive Computer Solutions is not responsible for the loss or corruption of any data which may occur while performing work on your computer. YOU ARE RESPONSIBLE FOR BACKING UP YOUR OWN DATA. You may request that Progressive Computer Solutions back up your data for you, for an extra charge; however, we do not guarantee any backup.

Data Recovery: If data recovery service is requested, I understand that, even if the data is successfully recovered, there is a possibility that individual files and directories on the disk may still be inaccessible due to wear and tear of damaged, malfunctioning, and/or old media. Data recovery services are not guaranteed.

Privacy: Our technicians, in the course of repair, service and/or troubleshooting might open and/or access files, folders, discs, programs and other data on your computer; they may see your private data during the course of their work. Please remove any personal or private files you do not want others to see. Attempts are made to guard your privacy but removing sensitive files from your computer before leaving your computer with Progressive Computer Solutions is advised.

Scope of Work: Progressive Computer Solutions will only perform the work agreed upon when you bring your computer in for repair. You must authorize any additional work which may be required.

Ownership: You must own or be an authorized agent thereof the computer that you bring in for repair(s). Progressive Computer Solutions will return the computer only to its owner or authorized agent when the repair(s) are complete. You must own and demonstrate ownership of any software that is to be installed or re-installed on your computer by Progressive Computer Solutions by bringing in the original Software CDs and the appropriate keys and/or serial numbers. Progressive Computer Solutions is not responsible if client does not have original software CD/DVD ROMs, and client will be charged if software or software licenses are necessary.

Right to Refuse: In its sole discretion, Progressive Computer Solutions reserves the right to refuse work that it believes is beyond the scope of its ability or for other cause, with or without reason.

Abandonment: If you do not pick up your equipment within thirty (30) days after we notify you that the requested service is complete, we will treat your equipment as abandoned. You agree to hold Progressive Computer Solutions harmless for any damage or claim for the abandoned property. Any and all charges are still your responsibility.

Warranty: Progressive Computer Solutions makes no warranty or guarantee as to its repairs, unless otherwise stated by Progressive Computer Solutions. We will demonstrate that the repair is complete at the time you pick up or we drop off your computer. Due to the nature of computers and software, we cannot be responsible for problems or damage that occurs after you leave our premise. If your computer problem reoccurs or another problem occurs after service has been completed, this will be considered a separate issue. If an on-site service call is requested or in-office service is requested, you will be charged our regular rate.

Print Customer Name: _____

Customer Signature: _____

Date: _____