

Parallax Computers

System Repair Form

System Identification #: _____

First Name: _____	System Backup Requested? (Y / N) (System backup cost: \$50 + \$1/GB over 4GB)
Last Name: _____	Peripherals brought in with system:
Phone #: _____ Cell #: _____	<input type="checkbox"/> Bag
Email: _____	<input type="checkbox"/> Mouse
Address: _____	<input type="checkbox"/> Keyboard
	<input type="checkbox"/> CD's (# of: _____)
	<input type="checkbox"/> Cord/AC adapter
	<input type="checkbox"/> Other: _____
System Model / Description:	Other Notes: _____

Problem(s):	_____

Software Encountered In (if applicable):	Other people authorized to pick up this system?

If Format Necessary, Back-Up? (Y / N) (We will back up the My Documents and Desktop Folders)	By signing, you authorize repair on this system and release Parallax Computers from any liability for data, time, hardware damage, or other incidental costs.
Special Other Data To Back Up?	Customer Signature: _____
	Date: _____

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System Retrieval Form

System Identification #: _____

Please present this form to us when you come to pick your system up!

System Accepted By: _____ Date: _____

Notes: _____

Parallax Computers charges \$60.00 per hour for computer repair, and our charges are billed in half-hour increments. Our diagnostic fee for hardware or software issues for desktop machines and software issues on laptops is \$30.00, and our diagnostic fee for any laptop issue that requires partial or complete disassembly of the laptop is \$60.00. This diagnostic fee is included in the repair cost and is not in addition to it. You will not be billed for time that a computer spends in scanning or data transfer, only for time the system is actually worked upon by the technician. We will attempt to advise you of any unexpected issues that we encounter that may require us to spend an unusual amount of time upon the system in advance of performing any additional work. However, if we are unable to contact you for more than one full day, we will proceed with repairs.

Please be aware that although we strive to recover any data requested, we are not a data recovery center and some forms of hard drive issues may render your data irretrievably lost. If you have data that is absolutely critical to be retrieved and we are unable to do so, we will advise you of such and provide you with information on companies that specialize in drive recovery.

If you have any questions or concerns, please contact us at (701) 323 – 7842 between 10am and 7pm Monday through Saturday (Noon-7pm Sunday), or by email at bill@parallaxcomputers.com

– Bill McCarty,
Parallax Computers Technical Services Manager