Repair Authorization Form

Please Fill Out Completely

E-mail: info@pcrdirect.biz
Phone: (205) 979-6638
Toll Free: 1-866-410-2020
Website: www.PCRDirect.biz
Hours: Mon - Fri 8am - 7pm

Name* _____ **Day Phone *** _____
Address* _____ **City, State, Zip*** _____
Eve Phone _____**Cell Phone** _____
Email _____
Make* _____ **Model*** _____ **Today's Date*** _____
Serial Number * _____ **Windows Password *** _____
Repair Instructions (Please be specific as we will only address problems listed below)
List Problems:_____
_____
Requested Repairs: _____
_____
_____

Backup Data (If formatting the hard drive, ALL DATA WILL BE LOST IF NO!) **Yes / No**

----- Repair Terms -----

Diagnostic Fee / Labor Rates: PC Remedy charges charges **$65.00 per hour** fixed labor rate for time spent attempting laptop repairs or diagnostics, regardless if repair is successful or not. We charge a **$37.50 (1/2 hour) minimum** for all laptops left for repair or diagnostics. This fee is applied to labor. We do not guarantee we can fix any laptop at any time. Replacement parts cost may be above pre-approved minimum authorized below or may not be available to purchase for repairs.
Loss or Damage: I understand that PC Remedies, Inc. (D.B.A. PC Remedy) is not responsible for loss of or damage to computer equipment, laptops or software left for repair in case of fire, theft, natural disasters, employee mistakes or any other causes beyond our control. I understand that PC Remedies, Inc. is not responsible for data loss or other component failures that occur during attempted repairs, testing or at any other time. PC Remedies, Inc. shall not be held liable for loss of profit or any direct, indirect, special, incidental or consequential damage occurring from or after laptop testing, diagnostics or repairs.
Abandonment: Any laptop not retrieved and/or paid for within 60 days from notification of completion of repairs will be considered abandoned and subject to sale. You must call us to make arrangements if you will not be unable to pickup. No Exceptions.
Limited Warranty: All parts used for repairs have a full 30 day warranty unless otherwise specified on the invoice. Any 3rd party repair or service attempt not authorized by the management of PC Remedies, Inc. will void any and all warranties. We charge $65 per hour for attempting system board repair. We can not warranty system board repairs. Our work may void a manufacturer's warranty.
Repair Authorization: After reading and agreeing to the terms above I authorize Seattle Laptop Inc. to attempt repairs with labor and parts charges not to exceed

$ * _____ plus tax if **Unsuccessful**, excluding reassembly. Or **$** * _____plus tax if **Successful.**

Please Note - This does not include the Express Service Fee! (see below).
Payment: We take cash, debit, Master, Visa and Discover. **CHECKS MUST CLEAR BEFORE WE RELEASE ANY EQUIPMENT.**

********** Please CIRCLE One **********

√ **Express Service 1 to 3 business days turnaround if parts available - $65 Extra Surcharge**

√ **Regular Service 1 to 2 weeks normal turnaround if parts available**

Sign If You Agree * _____
(To All Terms Listed Above)

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Accessories Left With Laptop - Please Circle:
Power Adaptor **AC Cord** **PCMCIA** **Floppy** **CD** **Battery** **Software**

List Other Items * _____

PC Remedies, Inc. (D.B.A. PC Remedy) is not responsible for any items left with laptop that are not listed on this form!
Be sure to package the laptop well. Use enough bubble -wrap and/or other materials to protect the laptop from being dropped or otherwise knocked around in transit. As soon as we receive your laptop, we will contact you to let you know it has arrived.