



Client Information

Name \_\_\_\_\_ Date \_\_\_\_\_ Referral Source \_\_\_\_\_

Phone \_\_\_\_\_ Cell \_\_\_\_\_ E-mail \_\_\_\_\_

Company Name \_\_\_\_\_

Address \_\_\_\_\_

Equipment Details

Password \_\_\_\_\_ Serial # \_\_\_\_\_ Type of Equipment to Repair \_\_\_\_\_

Data

☐ Yes I want the MacGuys+ to back up my data (billable)?

☐ If yes, do you want it copied to media and given to you at the end of service (billable)?    ☐ No, I'm good

Repair Options

What amount of time are you willing to invest in the results? \_\_\_\_\_

Scope of Service. Customer requests and authorizes The Mac Guys+ and its employees, subcontractors or consultants (hereafter "The Mac Guys+") to:

Type of Service \_\_\_\_\_

Diagnostics fee \_\_\_\_\_  
(charged only if work not performed. In-house repairs only)

Parts \_\_\_\_\_

Start Time \_\_\_\_\_ Finish Time \_\_\_\_\_

Total Hours \_\_\_\_\_

Hourly Rate \_\_\_\_\_

**Total Labor** \_\_\_\_\_

**Total Parts** \_\_\_\_\_

Trip Charge \_\_\_\_\_

**Total Due** \_\_\_\_\_

Payment

☐ Send invoice    ☐ Cash    ☐ Credit Card

☐ Check \_\_\_\_\_

I hereby agree to the terms and conditions of service above and on the back of this form.

Signature \_\_\_\_\_ Date \_\_\_\_\_

I hereby acknowledge that the above-described services were completed to my satisfaction.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Thanks for reaching out to the MacGuys+ for your Mac Support needs  
Clients Copy

# Computer Repair/Service Agreement

## Terms and Conditions of Service:

### Payment

- (a) Customer agrees to pay the diagnostic fee regardless of whether Customer decides to have the equipment repaired. If Customer goes forward with the repair or service, the diagnostic fee will be applied to the first hour of service and Customer will be charged in fifteen (15) minute increments according to the hourly rate specified in the Work Order(s). Customer must pay for computer parts and software in advance and such purchases are final and cannot be returned.
- (b) Full payment is due upon completion of service & all charges must be paid before equipment will be released to Customer. A late fee of \$35/month will be added to all unpaid invoices.
- (c) The MacGuys + is not responsible for equipment left for more than thirty (30) days after service completion.
- (d) The MacGuys + shall add a storage fee of \$90.00 per month for equipment left for more than thirty (30) days.
- (e) Customer agrees that The Mac Guys + may sell, donate, or otherwise giveaway the equipment &/or its parts without Customers consent if the equipment is left for more than 60 days after service completion. The customer agrees he/she will be responsible for all repair, storage, and other costs less any amount the MacGuys + gets from a sale. The MacGuys + has no obligation to sell the equipment, and in its sole discretion, may recycle or otherwise dispose of the equipment, in which case the customer remains responsible for all costs.
- (f) Customer agrees that in the event that Customer fails to make payment as agreed within this document and the Work Order and The MacGuys + takes legal action to collect payment on Customer's account, Customer expressly agrees to be responsible and liable for all collection costs, including reasonable attorney's fees, and waives notice of default, waiver, and presentment.

### Limitation of Liability

- (a) Customer agrees to backup all data before providing equipment to The MacGuys +. The MacGuys + may, in its discretion, erase the computer's hard drive to ensure proper repair of the equipment. Customer agrees to hold The MacGuys + harmless for any and all data loss or corruption.
- (b) Customer agrees to hold The MacGuys + harmless for viral infections or any security compromises to the equipment including, but not limited to, compromises due to weak passwords after the date of service. Customer is responsible for ensuring that password(s) are secure and should update passwords after service.
- (c) The MacGuys + is not responsible for additional problems that occur or are discovered during service. Customers indemnifies and holds harmless The MacGuys + from any and all liability which arises from providing services to the Customers equipment.
- (d) The MacGuys + reserves the right to refrain from providing any or all of the above-described services and instead refund Customer's payment, wholly or in part, if the technical needs are unusual or extensive and beyond the scope of the services as determined by The MacGuys +.
- (e) To the extent permitted by law, Customer agrees that The MacGuys +'s total liability for damages related to the services is limited to the total amount Customer paid The MacGuys +, and Customer releases The MacGuys + from liability for any and all indirect, incidental, special or consequential damages.
- (f) Any disputes arising under this agreement shall be governed by the laws of Wisconsin and venued in the courts in St. Croix County.

### Warranties

The MacGuys + warrants that all services performed under this Agreement shall be performed consistently with generally prevailing professional or industry standards. Customer must report any deficiencies in The MacGuys +'s services in writing within fifteen (15) days of service completion to receive warranty remedies. Customer's exclusive remedy for any breach of the above warranty shall be the re-performance of the provided service. If The MacGuys + is unable to re-perform the services, The MacGuys + shall have the option to refund the flat fee or hourly fees Customer paid to The MacGuys +.

THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

### Non-solicitation

Customer agrees that The MacGuys +'s employees, agents, and representatives are highly trained computer professionals and are a valuable resource of The MacGuys +. Customer hereby agrees not to solicit or hire any of The MacGuys +'s employees, agents, or representatives within twelve (12) months after the termination of this Agreement. If Customer violates this provision, The MacGuys +'s shall be entitled injunctive relief and/or any other remedy allowed at law, or in equity, and shall be entitled to recover all litigation costs, including reasonable attorney's fees.