

1. Integrity Computer Repair is not responsible for lost data at any time. This includes Word, Excel, Power Point, Pictures, Banking Information, Wills, E-Mails, Contact List, Address Books, Etc. Your computer is being brought to us at a vulnerable time, when data could be lost or compromised and we want you to understand "YOU COULD LOOSE DATA." PLEASE INITIAL TO SHOW THAT YOU UNDERSTAND THIS STATEMENT & THAT YOU WILL NOT HOLD INTEGRITY COMPUTER REPAIR, ITS OWNER OR EMPLOYEES RESPONSIBLE FOR THESE ITEMS REGARDLESS OF ANY OTHER VERBAL OR IMPLIED STATEMENTS MADE BY EITHER PARTY. (Please Initial) _____

2. Integrity Computer Repair performs Windows updates and apply service packs and updates to your computer to repair your problems and get your computer in working order. When we apply these service packs and perform the updates, if the Windows update fails on the fact that your Certificate of Authenticity is pirated, stolen or used in excess of an acceptable number of times by Microsoft, you must purchase a valid copy from us or you personally must call Microsoft, validate the information they ask for and have them inform Integrity Computer Repair of the updates. (Please Initial) _____

(PLEASE INITIAL ITEM # 3 OR # 4 – DO NOT INITIAL BOTH!)

3. IT IS OK TO WIPE OUT THE PC AND RELOAD WINDOWS IF NECESSARY TO REPAIR MY PROBLEMS. THERE IS NO IMPORTANT DATA TO SAVE. Windows reloads are \$150.00 + any other parts (drives, memory, upgrades) you request. (Please Initial) _____

4. DO NOT WIPE OUT ANY DATA FOR ANY REASON. (Please Initial) _____

5. We do perform data recovery, \$200.00 for the service. If additional services are performed, \$25.00 for the 1st CD and \$15.00 each additional CD. Each DVD is \$35.00 for the 1st DVD and \$20.00 each additional DVD.

6. MICROSOFT OFFICE IS NOT A PART OF THE OPERATING SYSTEM. TO HAVE IT REINSTALLED, WE WILL NEED THE ORIGINAL CD AND CERTIFICATE OF AUTHENTICITY AND SERIAL NUMBER. IT WILL NOT BE RELOADED UNLESS OTHERWISE REQUESTED BY YOU.

7. We are a repair shop. We search for hardware failure and software problems. Sometimes we find hardware problems after you leave after the initial check in. There have been times where the hardware problem did not appear until you get back home with your PC. We want you to be aware that these failures are things beyond our control and "IF" this happens, there will be additional "hardware" charges. We will waive the labor cost within 30 days of the original work order date. (Please initial) _____

8. ALL PC's WILL BE CHARGED A STORAGE FEE OF \$5.00 PER DAY AFTER 2 WEEKS FROM THE DAY YOU ARE CALLED TO PICK UP YOUR PC. ALL PC's LEFT OVER 30 DAYS FROM THE DATE SIGNED BELOW, OR THE DATE YOU ARE CALLED TO PICKUP YOUR PC, BECOME THE PROPERTY OF INTEGRITY COMPUTER REPAIR AND MAY BE USED FOR PARTS OR BE SOLD TO RECOVER UNAPPLIED CHARGES. (Please Initial) _____

9. File Sharing Utilities – ALL FILE SHARING UTILITIES – Limewire, Limewire Pro – Morpheus – iMesh – Blubster – Bearshare – 360 Share – Aries – Any Newly or Not Named File Sharing Utilities will be removed without question, as they are a direct means of spreading spyware-viruses- and other questionable files. Once removed, any reinstallation of any file sharing utility will void any warranties, support, and recovery of any kind.

10. Antivirus & Spyware Software – An antivirus software and an antispysware software will be placed on your PC. YOU are responsible for updating, keeping current and running any programs on a daily to weekly basis. If these programs are found to be out of date, all support. Warranties or assistance will be voided. KEEP THESE UP TO DATE.!

11. Due to problems beyond our control, we cannot "promise" you your PC will be ready at a given time and or date. We will make every effort to deliver to you in a timely fashion; typically our goal is within 1 to 3 business days. PC's do not respond in a manner that can be controlled and we are sometimes forced to "wait and work with" your PC. If you need your PC back TODAY OR TOMORROW before close of business day, please notify the associate accepting your work order and discuss this option. . **IF YOU NEED AN UPDATE, PLEASE CALL OR E-MAIL FOR UPDATES. DUE TO THE VOLUME OF SERVICE WE PERFORM – WE GENERALLY CANNOT CALL EVERYONE AND UPDATE EVERYONE ON A DAILY BASIS.**

12. BENCH FEES MUST BE PAID UP FRONT – PLEASE PAY THEM BEFORE LEAVING! We accept major bankcards & cash. The current fee is \$40.00. **THIS IS A NON REFUNDABLE FEE FOR LABOR AND TIME!** This will go towards the final price and will be used to purchase any needed parts or supplies. Please have your payment ready when signing this work order. Please Note: There is a \$5.00 Surcharge for credit cards.

13. Integrity Computer Repair values your business and we respect your privacy. We do ask for important information on this work order and it is information that you as a customer, may have been advised not to give out, as in usernames and passwords for your online service. We respect your information and privacy, but we must get this information to correct your problem. We do give our word that we will only use that information for your system and only for your system. We will not use for our personal gain, any usernames and passwords for our personal use.

14. Your data and software is also held in strict confidence and will not be used, sold, backed up or abused in any way. If you have concerns, please speak with the technician taking this work order and disclose the importance of your information and we will work out a solution for you and your data.

15. We are not responsible for fire, theft or loss due to "acts of God."

16. **All repairs are warrantied for 30 days (unless otherwise noted by technician, such as manufacturer hardware waarranties). This shop warranty is no longer valid if, (1) the antivirus or antispysware programs have been deleted or disabled, (2) the firewall has been disabled, (3) file sharing utilities have been installed such as, Limewire, Morpheus, iMesh, Bearshare, (4) adult web sites have been visited thus subjecting the system to severe virus/spysware attack.** (Please Initial) _____

I agree to any and or all of the above statements, initialed or not.

Work Authorized by

Date