



SERVICE REPAIR ORDER

PROGRESSIVE COMPUTER SOLUTIONS, INC.

2437 Berg Road Suite D
West Seneca, NY 14224
Phone: 716-825-5825
<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 **716-825-5825** 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: _____

BILL TO ADDRESS

Street: _____ **City:** _____

State: _____ **Zip:** _____

How did you find us?

- Phone Book (Local Edge or Verizon?) _____
- Friend (Who?) _____
- Flyer (where?) _____
- Internet (which website?) _____



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

Windows logon Password: _____

(If password isn't provided, we may remove the current password in order to perform requested work)

Item model # _____ Serial Number: _____

I/We agree to the following terms and conditions:

TERMS AND CONDITIONS

Please read carefully

Progressive Computer Solutions, Inc. charges for actual hours spent (rounded to the nearest 15 minutes) at the rate of \$75.00 per hour for depot equipment repair labor, and \$125.00 per hour for on-site labor, and for actual parts needed to perform the tasks requested by the customer to meet customer's expectations, subject to an estimate fee equal to \$40.00 for depot labor or \$75.00 for on-site labor. The estimate of the cost of parts and labor provided in the above referenced Service Repair Order are estimates only and subject to change depending on actual circumstances. Customer understands that, due to the complex nature of electronic components and computer systems, diagnosis may change upon actual inspection or testing of components. In the event that the actual cost of parts and labor shall increase more than 25% from the estimated cost provided in the Service Repair Order, Progressive shall promptly notify the customer whereupon customer shall advise Progressive to proceed or not to proceed with the tasks outlined in the Service Repair Order. In the event that Progressive is instructed by customer to proceed, customer agrees to pay Progressive the revised actual cost to complete the Service Repair Order whereupon the estimate fee of \$40.00 for depot labor or \$75.00 for on-site labor shall be waived. In the event that customer decides not to proceed, customer shall be responsible only for the actual parts and labor costs, including estimating fee, accrued to date. **CUSTOMER IS RESPONSIBLE FOR BACKING-UP THEIR OWN DATA. BY DEFAULT, PROGRESSIVE ASSUMES NO RESPONSIBILITY FOR DATA LOSS OR DATA RECOVERY.** Progressive provides customer with a thirty (30) day warranty on Progressive labor. Parts warranties are in accordance with the manufacturer warranty. Progressive Computer Solutions, Inc. will make every reasonable effort to contact the customer, but all items not claimed after 90 days of notification of completion will be considered abandoned.

Customer's Signature: _____ Date: _____