

Service Agreement and Equipment Check-in

Thank you for choosing Valley Network Solutions. Please take the time to read and fill out this form carefully, even if we've worked on your system before. This document will help us be as quick, efficient and cost effective as possible. Items marked "" are required information.*

Please print

*Customer Name: _____

Business Name: _____

*Address: _____

*City/State: _____ ZIP: _____

Date: _____ *Phone: _____ *E-Mail: _____

Reminder: If we cannot contact you, it may cause delays and additional operational costs for your project.

Brand: _____ *Model: _____ Type: Handheld / Laptop / Desktop / Server / Printer / Other

*Serial#: _____ Under Warranty?: Yes: ___/___/___ No Unknown

*Received with (list parts below):

<p>✓ ✓ ✓ ✓</p> <p>*Password: _____</p>	<p>Are current configurations, applications or data important to you? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If so, do you have current, verified backups? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Are you interested in having us do a backup for you? (Fees vary with type) <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p style="text-align: right;">*Customer Initials: _____</p>
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*Problem per Customer:

1. **For repairs**, describe in detail all situations where problems occur. Relate any **reproducible** circumstances that precipitate the problem. Be as thorough as you can. Omission of relevant information may result in additional charges.
2. **For upgrades**, list all components to upgrade and desired end configuration requirements other than default/standard.

Reminder: Have you provided us with all drivers, disks, documentation, software, cables, power adapters, account information and passwords necessary to complete this project?

Customer Initials: _____



Excellence in Technology™

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Contractor License # 839568

Problems & Notes per Technical Observation:

MOP:

- PO
CK
CC
CS
WT

Resolution:

Service Time Estimate: I [authorize] [do not authorize] additional necessary expenditures
[up to \$] [to completion] without further approval.

Time Spent: Receiving Tech: Service Tech:

Customer Initials:

Terms & Conditions:

- 1. We promise to use our best professional skills and expertise while working on your system.
2. We are sorry, but due to the complexities and sensitive nature of computer systems...
3. We offer a ninety-day parts/one-year labor warranty against manufacturer defects...
4. To ensure proper operation and integrity of your system, we may affix a warranty seal after service.
5. You agree to pay all costs of collection, should it become necessary.
6. Any repair left at VNS for more than 30 days without written VNS approval shall be subject to sale for recovery of service costs.

Fees:

- 1. The minimum shop service fee is \$85. The minimum on-site service fee is 1 hour charged at the applicable hourly rate.
2. A deposit on account is required, prior to work commencing.
3. Any parts special-ordered at your request are non-returnable and non-refundable...
4. The full balance remaining of all fees must be paid prior to release of any equipment.
5. If VNS facilitates a mail-in manufacturer service for a customer...
6. Some products are required to be shipped to manufacturer for service under warranty.

I have both read and filled out the above agreement and agree to the Terms & Conditions and Fees as outlined. I authorize Valley Network Solutions to perform the work as outlined for the amount estimated, if indicated.

*Signed: Date:

IMPORTANT: Your system, configuration, software & data are always at risk, especially when being worked on. We can back up your data for a nominal fee before performing any work on your system to insure it is safe.