

COMPUTER REPAIR TERMS & CONDITIONS



This form is designed to assist your repair centre complete your computer repair quickly and efficiently

Customer Name: _____ Repair Tag No. : _____

Make / Model: _____ Serial No. : _____

With Warranty*: Extended Warranty: Out of Warranty: (Check one)

*Proof of purchase is required in warranty cases to confirm warranty status

Many computer problems can be fixed by restoring the system back to its original factory settings. System restore is sometimes also required to determine if hardware or software is responsible for the problem. We recommend that the customer try restoring/reloading software before unit is sent in for service.

Should it be determined that a RESTORE/SOFTWARE RELOAD is required, the unit will be restored back to original factory software settings. All customer data will be lost. Hi-Tech Electronics Inc. is not liable for any loss of Data/Software or Programs.

Preferred install language (circle) **English** **French** Customer Initials: _____

please note that software fixes and restores are not covered by warranties. A \$30 charge will be applied to any repair in which a software restore has been determined to correct the problem.

System restore or reinstall system is performed by formatting the hard drive and all data or information on the hard drive will be **permanently lost** and the unit will be restored back to its original factory software settings or windows basic setting. Please be sure to retain any and all data/information/programs prior to sending unit for service.

We recommend that the customer back-up all data needed before sending the unit in for service. If you require the repair centre to back-up your data, an additional charge will apply. (Ask for price)

Do you wish Hi-Tech Electronics to provide you with back-up of your data? (Extra charges applied)
YES** NO

**Hi-Tech Electronics is not responsible for any software or data loss. Data back-up is not Warranted or Guaranteed

Please list data required to be back-up: (e.g. Pictures, Documents, Music etc.)

NOTE-Software/Applications/Programs cannot be backed-up

Please provide **any PASSWORDS (BIOS &/or Windows)** to enable complete access to the system:

Manufacturer's warranty will be void after the items have been repaired by Hi-Tech Electronics Inc.. Please acknowledge that you are aware of any services not covered by Manufacturer's Warranty and for which you will be billed. Hi-Tech Electronics will not be accountable for any data or information loss.

NOTEBOOK REPAIRS SHOULD BE SENT IN WITH AC ADAPTERS
PRINTER REPAIRS SHOULD BE SENT IN WITH INK/TONER CARTRIDGES

Customer Signature: _____ Date: _____

*Send completed form to Hi-Tech Electronics Inc. with repair
Thank you for your business!*