**Wizard Computer Repair**

Customer: {First\_Name} {Last\_Name}

Account: {account}

Phone: {phone}

Address: {address}

Problem Description: {issue}

Resolution: {resolution}

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Billing Code | Charge Type | Quantity | Rate | Amount |
|  | {charge} | {quantity} | {rate} | {chargeAmount} |
|  |  |  |  |  |
|  |  |  |  |  |

|  |  |
| --- | --- |
| Subtotal | {subtotal} |
| Tax | {tax} |

|  |  |
| --- | --- |
| Total | {total} |

*There is a minimum one-hour labor fee. Additional labor beyond the first hour will be billed in 15 minute increments at the respective hourly rate.*

*We will do everything possible to resolve the problem for you. Equipment service and repairs are guaranteed against faulty workmanship for 90 days. Viruses and spyware are guaranteed to be removed when we complete the service call. We cannot guarantee that you will not reinfect your computer. 90 day warranty is contingent on current antivirus with up-to-date virus definitions. File dates will be checked to verify date of infection. Reinfected computers will be subject to normal service charges. Parts used for repairs are subject to the manufacturer’s warranty. Please ask for the details specific to the parts that you purchase. Delivery and diagnostic charges are not refundable.*

*HBC technicians take every precaution necessary when working on your computer systems or network to prevent system failures or data loss; however there are always certain risks that accompany the re-configuration or maintenance of any computer system or network. It is the customer’s sole responsibility to maintain proper data backups in case of a system failure or data loss. HBC shall not be held responsible for any data loss incurred during the servicing of your computer or network. During the process required to get your computer or network working, certain configurations may need to be altered. This may result in the loss of connectivity to other services or the disabling of conflicting programs or hardware. If you have any applications or data that you wish to remain untouched, or computers or servers that cannot be turned off, you must inform the technician prior to servicing. I have read, understand and agree to the above.*