



Green River PC Repair Shop

PC Repair Shop Policies

1. Privacy Policy

The staff of the Green River PC Repair Shop will exercise due care to secure your personal information/computer data. We do not sell, trade, or transfer to outside parties any of your personal information or computer data.

Initial ____

2. Security Policy

The staff of the Green River PC Repair Shop will do everything within our power to secure your personal property. We do not sell, trade, or transfer to outside parties any of the equipment you bring in for repair.

Initial ____

3. Repair Policy

- A) The staff of the Green River PC Repair Shop will do everything within our abilities to repair your equipment, however not all computer equipment can be repaired at this location. We are a student run facility and have limited access to diagnostic/repair equipment. If we cannot repair a computer, we will give a full explanation of the situation and provide information detailing our findings.
- B) We do not have the ability to order computer parts/software if required for a repair. We are happy to provide you with the information needed to purchase computer parts/software for your computer. We are willing to install the computer parts/software you provide at no further cost to you.
- C) The staff of the Green River PC Repair Shop is not liable for any voided warranties that may arise as a result of any work done on any equipment brought into the shop for repair.
- D) The services provided by the Green River PC Repair Shop are intended for individuals and owners of the equipment to be repaired.

All repairs are done on a first come, first served basis. The staff of the Green River PC Repair Shop cannot guarantee or accommodate a specific date/time for completion of repairs.

Initial ____

4. Payment Policy

Payment is a **suggested donation** and is not required before any work will be done on equipment. The suggested donation pays for our time spent researching, troubleshooting, and diagnosing computer problems. A further fee is not charged for any repairs we are able to complete.

Initial ____

5. Refund Policy

The suggested donation is a non-refundable fee to investigate computer problems.

Initial ____

6. Abandoned Property

Upon completion of work, Green River PC Repair Shop will contact the owner of the equipment. If equipment is not picked up within 90 days after this phone call, all equipment will be considered abandoned, and must be recycled. Green River PC Repair Shop will make due effort to ensure you are contacted when your equipment has been repaired.

Initial ____

7. Backup Policy

In order to do backups of your files the Green River PC Repair Shop will need you to supply the storage media needed.
Example: An external Hard Drive

Initial ____

8. Software Policy (newly Added)

The green River PC Repair Shop will only work on legitimate installations of Windows operating system. Any computer found to have an illegitimate copy of Windows operating system will be return immediately without and further repair.

Initial ____



Green River PC Repair Shop

Work Order/Release & Hold Harmless Agreement

Customer Information	
MUST BE COMPLETELY FILLED OUT	
Client Name:	Student ID:
E-mail:	Phone Number:
User Name:	Password:
Is your computer under warranty? <input type="checkbox"/> Yes <input type="checkbox"/> No	Computer Language: English <input type="checkbox"/> Yes <input type="checkbox"/> No
Customer Initials _____ If yes, refuse work	If no, review accepted languages or consult manager
Do you want CCleaner removed from your computer? <input type="checkbox"/> Yes <input type="checkbox"/> No Customer Initials _____	CCleaner is a freeware system optimization, privacy and cleaning tool. It removes unused files from your system allowing Windows to run faster and freeing up valuable hard disk space.

Types of Issues		
AC Adapter	CPU	Data Recovery
Keyboard	Fan	Hard Drive
Heat Sink	Optical Drive (CD/DVD ROM)	Operating System
PCI Card	RAM	System Board
Screen	Touch Pad	Malware
Software: _____	Other: _____	

Office Use Only	
Date Received:	Receiving Technician:
Receipt Number:	PC S/N:
Manufacturer:	Model:
Operating System:	OS Key:
Ledger initialed at drop off? YES / NO	Ledger initialed at pickup? YES / NO
Date Work Began:	Date Work Finished:

Work Order	
Description	Price
\$50.00 suggested donation	\$
Grand Total (without taxes)	\$

RELEASE AND HOLD HARMLESS AGREEMENT

The Green River PC Repair Shop will not be held liable for ANY services performed on ANY equipment received by the Party or Parties below. Further, if we are unable to repair any equipment received, the Green River PC Repair Shop or its members, will not be responsible for replacing hardware, software, or information lost or damaged during diagnostics of, and or repairing of the equipment received from any intended parties.

The suggested donation is non-refundable and will still apply regardless of services rendered, even if no repair is made.

ACKNOWLEDGEMENT OF RISK

I, _____, acknowledge that I have read the above statements and definitions, and hereby indemnify and hold harmless, Green River PC Repair Shop, and its students or advisors from any liability arising from accident, theft, or damages to all equipment and property. I have received a copy of Green River PC Repair Shop's Policies and will adhere to them strictly. This agreement shall continue for each and every visit to Green River PC Repair Shop's property.

The terms of this release form shall be construed as the entire agreement and may not be altered, amended, or modified except in writing and signed by both parties. The terms of this release shall be governed by the laws of the State of Washington.

Date: _____ Customer Signature: _____



Green River PC Repair Shop

Ledger of Equipment Received & Returned

I, _____, acknowledge that I have received all of my equipment which was brought in to the Green River PC Repair Shop for repair.

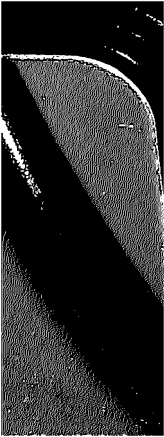
I hereby acknowledge that the diagnostic work or repair and the services provided were done to my satisfaction. I also recognize that it is my responsibility to inform Green River PC Repair Shop of any other faults or defects at the time of pickup of equipment. I have picked up all items left by me (the customer) at TC-227. Any items not picked up I authorize Green River PC Repair Shop to throw out/destroy/recycle within 3 business days. Claims of damage done by the work (dents, scratches, etcetera) must be made at the pickup time and not after. Claims made after pick up are null and void. The unit and all accessories are now in my (the customer's) possession. No warranty is expressed or implied.

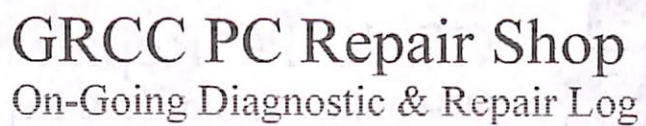
Date: _____ Customer Signature: _____

Date: _____ Drop-off Tech Signature: _____

Date: _____ Pick-up Tech Signature: _____

Receipt #:		PC Serial #:		
		Drop-Off		Pick-Up
Items	Customer Initials	Tech Initials	Customer Initials	Tech Initials
PC / Laptop				
Power Supply				
External HD				
Flash Drive(s)				
Mouse				
Software				
Screen				
Operating System				
Other				





Date:	Technician:
Notes: 	



Summary of Repairs		
<input type="checkbox"/> Software Reloaded	<input type="checkbox"/> Data Recovery	<input type="checkbox"/> Hard Drive
<input type="checkbox"/> Optical Drive (CD/DVD)	<input type="checkbox"/> System Board	<input type="checkbox"/> RAM Memory
<input type="checkbox"/> Heat Sink	<input type="checkbox"/> CPU	<input type="checkbox"/> Keyboard
<input type="checkbox"/> Touch Pad	<input type="checkbox"/> PCI Card	<input type="checkbox"/> Fan
<input type="checkbox"/> Screen	<input type="checkbox"/> AC Adapter	<input type="checkbox"/> Malware
<input type="checkbox"/> Other		

Additional Information Customer Needs to Know:

Date: _____ Tech Signature: _____

Date: _____ Customer Signature: _____