

Before an Innovative Computer Systems technician can work on your computer system, you must complete this form. Place an "X" in the appropriate box(es) and sign where applicable.

innovativecomputersystems

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PLEASE FAX OR E-MAIL THIS COMPLETED FORM OR BRING IT WITH YOU WHEN YOU DROP OFF YOUR PC.

Company Name	
Contact Name	
Customer Address	
Daytime Phone	
Mobile Phone	
E-Mail Address	
Problem Description	

Drop-off Date	/ /
Requested Return Date	/ /

- I will drop off my computer system
- I will pickup my computer system
- Please pickup - \$50 charge - \$65 NYC
- Please deliver - \$50 charge - \$65 NYC
- Call with estimate before making any billable repairs
- Priority Service - \$50 surcharge**

ADMIN LOGON NAME:

ADMIN LOGON PASSWORD:

Payment Method	Terms Visa MC Amex Check Cash
Credit Card #	
Expiration Date	

Yes / No Do you have a backup of your current machine?

Yes / No Do you authorize Innovative Computer Systems to create a backup of your data files before any work is performed?
 Data backup is billed at a ½ hour bench rate (\$55)
 A DVD will be provided to the customer with the data files after the work is performed.

I authorize Innovative Computer Systems to **FACTORY RELOAD** my computer's hard drive to the original state that my computer system's software was in when originally purchased. I am aware that a reload will **PERMANENTLY AND IRREVERSIBLY ERASE ALL OF THE EXISTING FILES, PROGRAMS, AND DATA ON MY DRIVE.** I will not hold Innovative Computer Systems responsible for any loss of data that will occur from this reload.

Please make every attempt to save the data directories listed in the box below before executing a factory reload. I understand that I will be billed the regular bench rate for saving this data before the factory reload. I understand that if the data cannot be saved, I fully authorize a factory reload of my computer system, which will permanently delete all my drive data, files, and programs. **LIST DATA AND DIRECTORIES HERE**

*** YOU MUST ALSO SIGN THE FACTORY RELOAD RELEASE ABOVE**

I DO NOT WANT MY HARD DRIVE FACTORY RELOADED. I authorize Innovative Computer Systems to attempt to repair my computer's operating system to the state my computer was in before virus infection, data corruption, or software malfunction of any kind. I also agree that I will not hold Innovative Computer Systems responsible for any loss of data that will occur from this repair attempt. I also understand that I will be billed the regular ICS bench rate for this repair. If the operating system cannot be repaired, I authorize Innovative Computer Systems to perform a parallel install of the operating system, which will not destroy my data. However, I understand that some software programs not pre-installed on my system may need to be reinstalled with the original installation disks.

This operating system repair will not exceed \$200 labor charge plus parts. *
 * Parts charge for out of warranty systems only.

If my system is not repairable, I authorize Innovative Computer System to charge my net terms account or credit card the ½ hour minimum service fee to attempt repair on this system if not under ICS warranty or maintenance contract. I understand that ICS does not offer any guarantees on "out-of-warranty" or "out-of-contract" repairs.

There is no charge for this service during the 3-year warranty period of your Innovative Computer System. * **
 This applies to depot bench service only. Software is not included in the ICS **on-site** warranty. You will be billed at our regular on-site service rate if a consultant is dispatched to your location. ** This does not apply to laptops or any PC not manufactured by Innovative Computer Systems, including servers.

Authorized Drop Off Signature Date

Authorized Pickup Signature Date

ANY HARDWARE NOT PICKED UP AFTER 30 DAYS WILL BE DEEMED ABANDONED AND WILL BECOME THE SOLE PROPERTY OF INNOVATIVE COMPUTER SYSTEMS.