



32 ARTISAN DRIVE  
SMYRNA, DE 19977

(877)202-7788 toll free  
(302)659-2727 local

www.BobJohnson.com

NAME	COMPLETION DAY:

ADDRESS

CITY	STATE	ZIP

PRIMARY PHONE	ALTERNATIVE PHONE

MANUFACTURER/MODEL	ITEMS LEFT WITH COMPUTER

BIOS PASSWORDS	SYSTEM PASSWORDS

**TERMS & CONDITIONS: PLEASE READ AND INITIAL**

\_\_\_\_\_ (A) REPAIR: Bob Johnson's Computer Stuff **will automatically fix any computer if the repair/parts fees will not exceed \$150.00** (not including the initial diagnostic fee for non-warranty customers). If the cost of the repair is going to exceed an additional \$150.00 Bob Johnson's Computer Stuff will make contact first. **Additional services may include, but are not limited to hardware replacement and reload of machine (deleting all data currently on the machine).**

\_\_\_\_\_ (B) BACKUP OF SOFTWARE/DATA: It is your responsibility to backup all software and data that is stored on your computer's hard drive and/or any storage devices you may have prior to bringing your computer for repair. We will make all attempts to save your data, however, Bob Johnson's Computer Stuff Inc. and/or its third party service providers shall not be responsible at any time for the loss, alteration, or corruption of any software, data, or files.

\_\_\_\_\_ (C) ABANDONED REPAIRS: All **repairs must be picked up within 30 days of their completion date** (when you are contacted by our staff). Computers not picked up in this time frame will be considered abandoned and **will be sold or recycled**.

\_\_\_\_\_ (D) SERVICE GUARANTEE: Barring any issues outside of our control, we guarantee your computer will be repaired within 7 days from our receipt of the unit. We stand behind our service. If there is a problem with the service we provided, please notify us within 30 days and we will work to remedy your problem quickly at no additional cost.

**ISSUES WITH COMPUTER**


**SERVICES REQUESTED / FEES**

WARRANTY REPAIRS	NON-WARRANTY REPAIRS
<input type="checkbox"/> Diagnostic Fee - FREE	<input type="checkbox"/> Diagnostic Fee - \$50.00 <b>Non-Refundable</b> (due at drop-off)
<input type="checkbox"/> Reload/System Restore/Virus Removal (Software) - <b>\$39.99</b>	<input type="checkbox"/> Reload/System Restore/Virus Removal (Software) - \$75.00
<input type="checkbox"/> Data Recovery - \$50.00 <b>(if not checked, we will not save data)</b>	<input type="checkbox"/> Data Recovery - \$75.00 <b>(if not checked, we will not save data)</b>
<input type="checkbox"/> Installation Fee - \$35.00 (per item/software <b>not</b> from BJCS)	<input type="checkbox"/> Installation Fee - \$50.00 (per item/software)
<input type="checkbox"/> Repair Fee (Hardware) – FREE (excluding parts)	<input type="checkbox"/> Repair Fee (Hardware) - \$75.00 (excluding parts)

**CUSTOMER SIGNATURE**

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