

Chicago ComputerLand LLC
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Service Repair Mail-In Form

Rush Service - A \$40 additional fee is charged for rush service. This charge is incurred when a customer wants to have their diagnosis or repair started as soon as the next technician is available. Non-rush systems are repaired on a first in basis.

Customer Information

Company _____

Phone # 1 _____

Name _____

Phone #2 _____

Address _____

E-mail _____

City _____ State _____ Zip Code _____

How did you hear about us? _____

Equipment Information - Systems/Parts dropped of:

<input type="checkbox"/>	Brand _____	Model _____
<input type="checkbox"/> Hard Drive	Brand _____	Model _____
<input type="checkbox"/> AC Adapter	Note: _____	
<input type="checkbox"/> Recovery CD	Note: _____	
<input type="checkbox"/> Laptop case	Note: _____	
Other _____	Note: _____	
Other _____	Note: _____	

Tell us, what's wrong? System Password _____

What is wrong with the System? Be as detailed as possible.

Things to mention:

- *Crashes, or system freeze
- *Error messages
- *New programs installed
- *New hardware or accessories installed.
- *Anything you may have tried to repair the problem already.

In bringing my personal computer for maintenance or repair Chicago ComputerLand LLC, I understand and agree to the following:

- * I acknowledge that an Chicago ComputerLand LLC technician will work on my device as soon as possible after is received.
- * In 24 to 48 hours a technician will give me an estimate of when the repair or maintenance will be finished. If this estimate changes, the technician will notify me at the phone number or e-mail address listed above.
- * I understand that when I bring in my system for repair and/or work that I will be charged \$30 diagnostic fee. For Apple Systems, Custom build and gaming systems the diagnostic fee it will be \$50. The diagnostic fee will be applied towards any labor charges occurring thereafter. Any further work needed will be quoted.
- * Computer(s), equipment(s), parts and software left and not picked up for over than 30 days no longer remains the responsibility of Chicago ComputerLand LLC and may be disposed of without any reimbursement or compensation to the customer.
- * By signing this form I agree with the terms and conditions.

Signed By _____ Date/Time _____