



Scion Computer Systems LLP  
 527 Park Ave  
 Idaho Falls, ID 83404  
 (208) 419-0312  
 support@scioncomputers.com  
 www.scioncomputers.com

## Diagnosis, Service & Repair Agreement

\_\_\_\_\_ Date

\_\_\_\_\_ Preferred phone number

\_\_\_\_\_ Customer Name

\_\_\_\_\_ Computer Description

\_\_\_\_\_ Email Address

\_\_\_\_\_ Account Name(s)/Password(s)

**How did you hear about us? Please check all that apply:**

- Returning customer
- Phone Book
- Magazine
- Radio
- Friend/Referral
- Other \_\_\_\_\_

**DESCRIPTION OF ISSUE / NOTES /ESTIMATE**

  
  
  

**Items left:**  Desktop Tower  desktop tower power cord  laptop  laptop power adapter

**By signing this form and releasing my property to Scion Computers I acknowledge I have read and agree to the terms of this agreement. I agree to render complete payment by cash or credit card before taking repossession of my equipment. I agree Scion Computers is not responsible for misc. personal belongings left in their possession.**

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Sign here

## **NO COMMITMENT FIFTEEN MINUTES**

By you, the customer, signing and agreeing to these terms and conditions, Scion Computer Systems LLP (Scion Computers) agrees to diagnose and service your computer for fifteen minutes at no charge and with no further commitment required. This agreement only covers labor, you are still responsible for any parts or components required to complete the repair. This offer is valid only once every 30 days per customer or computer.

## **ONSITE SERVICE**

On-site service is available at an hourly rate of \$85, with a one hour minimum. Travel to and from the destination and our office included. Standard service hours are Monday — Friday 8:30 A.M. to 5:30 P.M. Additional charges may apply for rapid response or service outside of standard hours.

## **DIAGNOSIS & REPAIR SERVICES**

If Scion Computers is unable to resolve and/or diagnose your issue(s) within fifteen minutes, additional services will be rendered at the rate of \$65/hr. All time is tracked, rounded and billed in fifteen minute increments.

If requested Scion Computers will attempt to diagnosis your problem(s) and provide an estimate of applicable service fees, parts/components and applicable taxes. However, you will be billed according to the actual time spent plus actual price of parts/components.

## **DATA BACKUP**

You understand and agree that prior to contacting or allowing Scion Computers to perform diagnostic, repair or other services on your computer, it is your responsibility to back-up the data, software, information or other files stored on your computer disks and/or drives. You acknowledge and agree that Scion Computers shall not be responsible under any circumstance for any loss or corruption of data and/or software.

## **SERVICE LIMITATIONS**

Scion Computers reserves the right to refrain from providing any or all services ordered and refund the customer's payment, wholly or in part, if technical conditions or customer requirements are unusual, extensive, or beyond the scope of this service agreement as reasonably determined by Scion Computers.

**FORCE MAJEURE:** If Scion Computer's ability to render services is impaired by you or circumstances beyond the control of Scion Computers, Scion Computers may choose not to provide or to discontinue services.

## **LIMITATION OF LIABILITY & RELEASE**

By signing this agreement you agree to release and hold harmless Scion Computers from and against any loss, liability, or damage, including without limitation, any indirect, incidental, special or consequential damages, expense, costs, profits, lost savings or earnings or liability that you, the owner, or lessee may suffer arising out of, or related to, the services provided by Scion Computers. This includes but is not limited to data loss or lack of function in any component or element of your computer system, network and/or peripherals.

## **SERVICE WARRANTY**

If you are not satisfied with services received from Scion Computers, please call 208-419-0312 for resolution. We warrant our services for 3 days following the date you received service; however, for repairs necessitated by a virus or spyware, the service warranty is valid only if the anti-virus and anti-spyware protection for your product is installed or updated during the repair or promptly thereafter (i.e., before you connect again to the Internet). If there is a problem with the service provided by Scion Computers and if you notify us within the warranty period, we will work to remedy your problem quickly and at no additional cost.

## **PAYMENT**

I acknowledge that payment is due immediately upon completion of the provided service. Scion Computers may withhold or repossess the equipment until such time as complete payment is provided.

## **PRIVACY POLICY**

For information about the collection and use of your information, please refer to Scion Computers Privacy Policy, which is available at [www.scioncomputers.com/privacy.aspx](http://www.scioncomputers.com/privacy.aspx).

## **LEGAL NOTICE**

Scion Computer Systems LLP, d/b/a Scion Computers, 3399 S Holmes Avenue, Idaho Falls, ID 83404. (208) 419-0312. [support@scioncomputers.com](mailto:support@scioncomputers.com).

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