



**Service Contract and Acknowledgement Receipt**

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_ City/Zip: \_\_\_\_\_

E-Mail: \_\_\_\_\_

How did you hear about us?

- Nugget Newspaper
- Pony Express
- Rays
- Sisters Chamber
- Friend \_\_\_\_\_

**SERVICE & TRACKING TIME**

- 3 Peaks Computers (3PC) will perform the services with care and skill as to prevent further damage or data loss
- Services may be performed in client’s home/office, over the internet via secured connection, or 3PC’s office
- 3PC reserves the right to multi-task on more than one computer at a time
- 3PC will pickup and deliver systems within the Sisters area
  - Outside Sisters area will require a \$20–\$50 travel fee depending on travel time/distance
- Time will be tracked

**LIABILITY & WARRANTY**

- 3PC is not responsible for data loss or damaged hardware, but will strive to ensure data is safe and precautions have been taken prior to performing potentially system-threatening service or repair
- 3PC is not responsible for loss of goodwill, profit, business, or data as a result of system failures or repair time
- 3PC cannot be responsible for hardware or software issues once the service has been paid for
- Any illegal activity intentionally or accidentally found on a computer will be reported to the appropriate authorities
- No other warranty exists outside of this agreement

**PRICE & PAYMENT**

- Hourly rate is \$80 per hour with a 1 hour minimum—billing will increase in 15 min increments thereafter
- Payment is due upon pickup—acceptable methods are *check or cash*
- Services estimated totaling over \$500 is subject to 50% payment prior to service. Remaining total due upon completion of agreed service
- You are responsible for payment even on repairs where time was spent—even with undesired results.

Alert: With normal use, computers may slow down due to installed malicious software. Removal of such software may cause other software packages to stop functioning or may cause system errors that are non-repairable, though this is not a normal occurrence. System restoration may cause post-factory software to not run properly; 3PC cannot be responsible for said software without proper & legal media and keys.

By signing below, you agree to the terms stated above.

\_\_\_\_\_  
*Signature*

\_\_\_\_\_  
*Date*

**AFTER PICKUP:** You agree that 3 Peaks Computers has completed the service requested and release 3PC of any liability.

\_\_\_\_\_  
*Signature*

\_\_\_\_\_  
*Date*