

Date: \_\_\_\_\_

Time: \_\_\_\_\_

# 1 Get Started.

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

Daytime Phone: \_\_\_\_\_ Cell: \_\_\_\_\_

Company: \_\_\_\_\_

Email: \_\_\_\_\_

Address: \_\_\_\_\_

Referred by: \_\_\_\_\_

City/State: \_\_\_\_\_ Zip: \_\_\_\_\_

Other authorized to pick up: \_\_\_\_\_

# 2 Items Brought In?

(include all cables, adapters, software, etc. on separate lines. Be specific!)  
We are not responsible for items not listed! Serial #'s are listed next to the bar code usually on the back or bottom of the item.

Item Description	Serial #
1. _____	_____
2. _____	_____
3. _____	_____
4. _____	_____
5. _____	_____
6. _____	_____

We start looking at the machine within 2-3 business days (Monday-Friday). Time is not guaranteed and this could extend due to various reasons including part availability or current volume. Your repair can be expedited for a fee of \$149. Would you like to **rush** your repair today?

Yes \_\_\_ No \_\_\_

# 3 Type of Service?

**Inspect Problem** (Under warranty? Yes \_\_\_ No \_\_\_)

\*\*\*Some in warranty repairs may incur a \$45 admin fee.

**RAM Install** (With full testing)

**Hard Drive Install** (Install, format, test, install OS)

**Data Transfer** (Drive must be in good health)

**Data Recovery**

Is the drive making unusual sounds? Yes \_\_\_ No \_\_\_

Was recovery previously attempted? Yes \_\_\_ No \_\_\_

**Backup Package** (Setup auto backup and discount on HD)

**Tune Up**

**System Integration** (Integrate old data with new data)

**Test For Purchase** (Amount quoted \$ \_\_\_\_\_)

**Rental Return**

**Onsite Service**

# 4 OSX Password? \_\_\_\_\_

# 5 Description of Problems/instructions

(Please give as much detail as possible in your own handwriting. The more detail listed, the better we can solve the problem properly. Include error numbers, what was running at the time the problem occurred, etc.) If you do not write it here, the techs will not look at it or know about it.

Minimum Fee: \$45 Data Recovery Attempt: \$90 Hourly Rate: \$90

Minimum for liquid damage/dropped mac: \$180 Shop supplies and consumables fee: \$8

This fee is non refundable, and is per item examined. It applies if you decline the repair or no trouble is found. Otherwise, these fees are applied towards repair of the specific problem. This fee also applies if the item is covered under warranty but the problem is not a hardware problem (i.e. any software problem or user error) or if the manufacturer does not honor the warranty. MacEnthusiasts does not honor non-Apple warranty agreements. If any repair is performed, if we solve any problem, or if we provide enough diagnostic info to allow the customer to solve the problem themselves, then the labor charged will be at least 1 hour (\$90). If an item is checked in on this SRO, then the minimum fee is considered fully earned. Some repairs have fixed rates.

**General Conditions:** MacEnthusiasts is not responsible for customer's data or equipment under any circumstances nor are we responsible for any items not specifically listed on this order under items brought in. We recommend that a backup be performed prior to having any service performed. **The "approximate repair wait" is an approximate indication in weekdays that a machine sits on the shelf before it is looked at.** Please refrain from calling before this. The actual turnaround time is frequently affected by circumstances beyond our control and is not guaranteed and is also subject to a possible delay for parts. If promises or a specific due date is required, then rush service is recommended for an additional fee. All parts prices quoted are in exchange of the defective part, without which prices will be higher. Apple does not allow MacEnthusiasts to represent parts as new as Apple may refurbish them. Known used or refurbished parts will be so listed. Please bring the claim ticket upon pickup. If a person other than those listed above attempts a pickup, we must obtain approval from the above person (s) prior to releasing the item, which may cause a delay. **In the event that a repair invoice is past due or not paid, interest will be charged at 18% annually, and all collection and legal costs will be charged.**

**\*\*\*Apple warranty repairs** In the event that a machine must be mailed to Apple, Apple reserves the right to erase your data or replace the hard drive without approval. There may be some administrative charges on some repairs, not to exceed \$90.

**Unclaimed items:** Items not claimed within 30 days of repair completion and/or inspection will incur an automatic \$75 storage fee without notice. Items not claimed within 45 days will become property of MacEnthusiasts.

**Selling used equipment:** We will irretrievably erase the hard drive during testing. If you need your data, we can transfer the data for an additional fee.

**Data Recovery:** Although our recovery rate is high, we do not guarantee success. If we do recover most or all of your data, you may still need to reinstall applications, operating system, and some things may not work as anticipated.

As the owner or authorized agent of the above listed item(s), I hereby authorize MacEnthusiasts to perform the aforesaid service(s) under the terms listed.

X: \_\_\_\_\_