



Machine ID:

Customer Sales Order

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

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

Customer Information:

Description of Issue:

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

[Empty box for description of issue]

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

Phone Number: \_\_\_\_\_

Internet Provider: \_\_\_\_\_

Printer? Age: \_\_\_\_\_

Router? Age: \_\_\_\_\_

Choose: Desktop Laptop Tablet Accessory

Repair Type:

- Spyware and Virus Removal
- Wipe and Reinstallation of OS
  - Image Hard Drive
  - Back Up Data
- Data Backup
- General Maintenance/Checkup
- Hardware Troubleshooting
- Software Troubleshooting
- Hardware/Software Upgrade
- Other: \_\_\_\_\_

AC Adapter or Accessories? Yes No

Passwords:

[Empty box for passwords]

Special Software:

MS Office? Yes No

Outlook/Windows Live Mail/Thunderbird?

Yes No

Any Anti-Virus Programs:

Technician Assigned: \_\_\_\_\_

**Due Date:**

**Cost:**



<b>Machine ID:</b>
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## Drop Off Waiver

### Computer Information:

Make:

Model:

Serial Number:

Hard Drive:

Processor:

Memory:

Accessories provided during dropoff:

\*The customer understands that any service performed by DBQ Tech Experts may void any existing warranties that may exist on the hardware

\*DBQ Tech Experts is not responsible for any computers left at our office for more than 120 days after drop off.

\*DBQ Tech Experts is not responsible for customer's data on failed/failing drives

\*DBQ Tech Experts is not responsible for any underlying issues not addressed or known at the time of drop off, including but not limited to issues caused by water damage.

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

Technician Notes:



<b>Machine ID:</b>
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**Please initial and Sign Below**

\_\_\_\_\_ I verified that my computer and all accessories were given to me at time of pickup.

\_\_\_\_\_ The technician demonstrated that my computer is functional upon pick-up

\_\_\_\_\_ The technician demonstrated that all my data remains on the computer to my satisfaction

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