



DV WAREHOUSE

747 SEWARD ST
LOS ANGELES, CA
90038

323.463.5005
(800) 463.1322

www.dvwarehouse.com
support@dvwarehouse.com

COMPUTER REPAIR / SERVICE AGREEMENT 1/2

1. DISCLAIMER

1.1 DV Warehouse will only perform and provide computer services, repairs, and upgrades as requested by the customer. DV Warehouse will conduct honest, reasonable, and considerate services. The goal is to provide the highest quality of service and support, but specific results cannot be guaranteed.

1.2 Computer service/repairs are provided as a service. There may be circumstances under which your computer can not be repaired. It will have to be rebuilt or upgraded. (Examples: Age of computer, repair/replacement parts obsolete, memory chips, logic boards, etc.)

1.3 The Length of time required to service/repair your computer cannot be predicted. (See para 2.1 below)

1.4 You understand that in the process of working on your computer equipment, there is a potential for data loss. You agree that you have made the necessary backups of your data so that, in the event of such loss, the data can be restored. DV Warehouse will not be responsible for data loss. (See para 4.4 and sect 8 below)

1.5 You authorize the technician(s) providing the service or repair to install any necessary software on your computer to perform required services. All repair software will be deleted / uninstalled upon completion of the service.

2. BILLING TERMS

2.1 Computer services/repairs are billed as stated on the service order provided. Charges will be calculated in one hour increments, and carry a minimum one hour charge.

2.2 An estimate of cost for work will be provided before performing computer service/repairs. Estimates are not guaranteed.

2.3 In the case that there is an unforeseen deviation, beyond the above estimated amount, every effort will be made to contact you and inform you of the situation and receive authorization to continue or stop at the estimate limit.

2.4 In the case that you cannot be reached, work will stop until contact is established. Once reached, your decision to continue or stop will be honored by DV Warehouse.

3. PAYMENT TERMS

3.1 Full payment is due upon completion of services, upgrades, or repairs.

3.2 Computer parts, hardware, or/and software that are ordered or special ordered must be paid in advance.

3.3 DV Warehouse accepts cash, check, and credit cards, as well offer net terms to qualified accounts.

4. LIABILITY

4.1 Service(s) are provided in an effort to fix, upgrade, or otherwise repair the computer system(s) for which you request service(s).

4.2 Your system will not be intentionally harmed. The primary goal is to fix your computer, not damage it.



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COMPUTER REPAIR / SERVICE AGREEMENT 2/2

4.3 In the case of accidental damage of data to your system or data loss caused by already existing problems in your system such as viruses, poorly configured software, or hardware problems/failures: You agree to hold DV Warehouse and any person(s) associated with DV Warehouse or involved in the work being done for you harmless from damages resulting from such problems.

4.4 It is your responsibility to back up your data. DV Warehouse will not be responsible for data loss (See para 1.4 above and sect 8 below)

5. SUPPORT

5.1 Customer satisfaction is our outmost importance.

5.2 All services will be conducted in a professional, reasonable and timely manner. Also, taking into consideration the circumstances and nature of the technical problems.

5.3 Free support will be provided for problems to be resolved from the service order, but not resolved.

6. REPAIRS & SERVICE GURANTEE

6.1 All services and repairs are guaranteed for 10 days from the completion / acceptance date on the Service Order.

6.2 If later found that the service or repair was incorrectly diagnosed by the technician. Then DV Warehouse will perform the repair/service free of any labor charge up to \$100. New parts will be charged to the customer.

7. ESTIMATES

7.1 Free Estimates. All repair estimates are free.

(See para 2.2, 2.3, and 2.4 above)

8. BACKUP OF DATA

8.1 The customer is responsible for the backup of data on their computer.

8.2 At request of the customer, DV Warehouse will back up data for an additional fee.

8.3 The data backup process is an automated software that copies files to the backed up to one of the DV Warehouse file servers. Backed up files can be stored on these servers for up to (3) months after the invoice date at which point they will be deleted.

8.4 OS and program file folders will not be backed up without a specific written request from the customer.

8.4 DV Warehouse will not be held responsible for files that are not backed up and lost.

8.6 DV Warehouse is in no way responsible for the content of the customer's files.

Signature _____

Date _____



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SERVICE ORDER FORM

1 CONTACT INFORMATION

Name _____ Business Name _____ State _____
 Address _____ City _____ Zip _____
 Phone _____ Alt. Phone _____ Email _____

2 YOUR COMPUTER

Make & Model _____
 Other Items Included (Cables, Mouse, etc) _____
 Under Warranty? Yes No Username _____ Password _____
 I have backed up my data I have not backed up my data and I do not want it backed up
 I want all of my data backed up before servicing my computer. Usually takes 2 hours for \$65
 Operating System _____ Other _____

3 SERVICE / REPAIR

Please describe in detail below either the services you would like for us to perform or the nature of the problem you are facing: _____

 Where would you like this serviced performed?
 At DV Warehouse (drop off, no extra charge)
 At DV Warehouse (we will pick up and deliver within 10 miles) \$35
 On Site (your location) \$125

4 AGREEMENT

I authorize up to \$_____ in labor and parts (Call me before work exceeding authorization amount is done)
 Please call me after diagnosis is completed (No authorization above \$65 estimate)
 My repair is covered by the warranty on my equipment.
 I authorize DV Warehouse to repair my equipment. I understand that: (1) the cost of repair is labor plus parts, (2) the labor rate is \$65 per hour and (3) there is a \$45 minimum fee that may not include any repair work. I authorize DV Warehouse to estimate repair costs. I understand estimates cost \$45 per unit and apply whether or not repairs are done, even when the problem cannot be located. Any equipment not claimed within 60 day of repair becomes property of DV Warehouse. Full payment is required when work has been completed. I agree to terms and conditions on the back of my copy of this form.
 Signature _____ Date _____

DO NOT WRITE IN THIS BOX. Work Performed By _____ Parts \$ _____
 Call customer on (date & time) _____ Labor \$ _____
 Needs computer by (date & time) _____ Total Due \$ _____