



Computer Repair and Services

Client Details

Client Name:	Add Street:
Date:	City: Western Australia
PC/Laptop	Zip Code:
Email Add:	Telephone:

Computer Details

Computer		
<input type="checkbox"/> PC Manufacturer	<input type="checkbox"/> PC Model	<input type="checkbox"/> OS
<input type="checkbox"/> Optical drive. Yes/No	<input type="checkbox"/> Hard Drive Size GB/TB	<input type="checkbox"/> RAM memory GB
<input type="checkbox"/> System Board	<input type="checkbox"/> CPU	<input type="checkbox"/> Keyboard
<input type="checkbox"/> PC Username	<input type="checkbox"/> PC Password (This must be the Administrator Account)	
Note(s)		
1. The JMS Technicians will investigate issues with PC's over 5 years old, however, please note that Windows XP and Windows 7 are no longer supported by Microsoft. Therefore, we will be unable to provide updates for these systems as the OS patches are no longer available.		
2. DATA. It is the <i>clients reponsability</i> to ensure that all data is backed-up prior to the JMS working on the system or highlight the need for it to be backed up or recovered. The client must supply back up media and note that no warrenty is made when attempted to recover data.		

Outline of Computer Fault/Problems

A summary of the problem. Include a list of all the problems encountered with your PC together with details of any errors messages. Please list and described what work you require the JMS to complete.
<input type="checkbox"/> Has your data been backed up? Yes/No. <input type="checkbox"/> Do you require the JMS to back up your MyDocs Data?

Agreed Price for outlined work and costs of any items that need to be replaced.

Invoice		
SKU	Description	Price
		\$
		\$
		\$
Subtotal (without taxes)		\$
Grand Total		\$

Technician's Notes:	
<input type="checkbox"/> Repaired <input type="checkbox"/> Returned unable to repair	
Don't forget:	
<input type="checkbox"/> Change your password, it is no longer secure	<input type="checkbox"/> Questions can be directed to:
<input type="checkbox"/> Update your antivirus and security tools	

<p>I (the customer) hereby state that the work (the service) stated above has been agreed with the JMS. I also recognize that it is my responsibility to inform JMS PC repair of any other faults or defects within the repair period. I have collected up all items left by me (the customer) at JMS PC Repair, any items not picked up I authorize JMS to throw out/destroy. Any issues with the work completed must be highlighted at the pickup time and not after. Issues raised after are null and void. The unit (and all accessories) are now in my (the customer's) possession. The JMS PC Repair service does not supply a ny formal guarantees, however, every effort will be made to essure full customer satisfaction with the work completed.</p>	
<hr/> Customers Signature	<hr/> Date

Our Terms and Conditions of Service

This agreement of Terms and Conditions of Service sets JMS expectations, responsibilities and liabilities of service.

JMS may change this agreement from time to time by updating this page. Our customers should check this page every time you are requesting our services to ensure that you agree with any changes. If you have any questions regarding our Terms and Conditions of Service, please Contact us.

Terms and Conditions of Service include

Acceptance of Service

By accepting service from JMS you are acknowledging that you have read and understand these terms and conditions and agree to all the terms below. You agree to these service terms and all applicable service fees.

Data Integrity

It is the responsibility of the Client to ensure that all of their data on their PC, laptop or device is backed up prior to any work being completed on the system. No responsibility will be taken by the JMS for the loss of any data.

Limitation of liability

To the maximum extent permitted by law, the JMS (Joondalup Mens Shed), will under no circumstances be liable for any special, indirect, incidental or consequential damages resulting from services provided or under any other legal theory, including but not limited to loss of revenue; loss of actual or anticipated profits (including loss of profits on contracts); loss of the use of money; loss of anticipated savings; loss of business; loss of opportunity; loss of goodwill; loss of reputation; loss of, damage to, or corruption of data; or any costs of recovering, programming, or restoring any program or data stored or used with your product and any failure to maintain the confidentiality of data stored on your product. The foregoing limitation may not apply to death or personal injury claims. JMS specifically do not warrant that it will be able to (i) repair your product without risk to or loss of programs or data, and (ii) maintain the confidentiality of data. If any product should be damaged or lost while in JMS custody, JMS liability may be limited to the cost of repair, (if the JMS agree the conditions are relevant). Otherwise, JMS liability for any and all damage will in no event exceed the payments received by JMS for services provided pursuant to these terms. The remedies set forth herein shall be your sole and exclusive remedies for any breach by JMS under these terms and conditions. Western Australia do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

The Client agrees that the terms and conditions that apply to JMS "100% No Fix, No Fee guarantee" " client satisfaction is the ultimate goal however no warrenty is supplied" "No Fix No Fee" and "We Will Fix It or It's Free" policies require that the client accepts the solution that JMS recommends.

Depending on the circumstances this may include the purchase of replacement hardware. If the CLIENT rejects JMS recommended solution then the Client will not be liable for the labour charges incurred up to the point of the problem diagnosis.

Abandoned items

The JMS is not responsible for items that have not been claimed and paid in full within 30 days after being notified that it has been serviced/repaired. JMS will consider your product abandoned and may dispose of your product in accordance with applicable law and, specifically, may sell your product at a private or public sale without liability to you. JMS reserves its statutory and any other lawful liens for unpaid charges.

Warranty

PC system that are still under supplier warranty should be taken back to their point of sale before a client considers bringing them in to the JMS. The JMS does not supply any formal warranty for the work completed.