

COMPUTER REPAIR REQUEST FORM

FIRE DOG LLC
525 Bishop Street NW
Atlanta, Georgia 30318
Phone: 404.907.2950
Monday-Friday (10am-7pm)

PLEASE READ BEFORE TURNING IN YOUR SYSTEM:

Make sure that you have any CDs or cables that came with the system at the time of turn in. Failure to turn in these items may result in the delay of your repair. Imagine taking your car in for service and not leaving the keys, its the same thing!

CUSTOMER INFORMATION:

Name	<input type="text"/>	Phone Number	<input type="text"/>
Address	<input type="text"/>	Email Address	<input type="text"/>
City	<input type="text"/>	State	<input type="text"/>
		Zip Code	<input type="text"/>
Country	<input type="text"/>		

INFORMATION ABOUT YOUR PC:

My Computer is a:		Model #	<input type="text"/>
<input type="radio"/> Desktop PC		Serial #	<input type="text"/>
<input type="radio"/> Laptop PC			
<input type="radio"/> MAC		Operating System:	<input type="text"/>
<input type="radio"/> Server		Admin Username:	<input type="text"/>
<input type="radio"/> Other (Please specify below)		Admin Password:	<input type="text"/>
<input type="text"/>			

BILLING PURPOSES:

- ☐ IT247 TotalCare IT
- ☐ FireSafe Guardian
- ☐ SecureCloud
- ☐ Block Time Billing
- ☐ SecureCare
- ☐ Project Workspace
- ☐ Managed Services plus Hourly
- ☐ Other Services not listed

TELL US WHAT'S WRONG WITH YOUR COMPUTER?

Things to mention:

- * Crashes, or system freeze
- * Error Messages
- * New programs installed
- * New hardware or accessories installed
- * Anything you may have tried to repair the problem already.

Staff Only:

- ☐ ITS247 Agent Removed
- ☐ ITS247 Agent Installed
- ☐ Updated Client NIF / Free Flow
- ☐ Checked LMI credentials
- ☐ Antivirus Installed

In bringing my personal computer for maintenance or repair to FIRE DOG, I understand and agree to the following:

- * FIRE DOG does not accept responsibility for any damage to my computer's hardware or peripheral devices.
- * FIRE DOG does not accept responsibility for backing up any data or installed software applications that may be on my computers hard drive. I am responsible for making sure that any critical data is backed up before bringing my computer to FIRE DOG and for providing copies of any licensed software if necessary.
- * I acknowledge that an FIRE DOG technician will work on my computer as soon as possible after I bring it in.
- * When I drop off my computer, an FIRE DOG technician will give me an estimate of when the repair and maintenance will be finished. If this estimate changes, the technician will notify me at the phone number or e-mail address listed above.
- * I understand that when I bring in my system for repair and/or work that I will be charged a minimum of 1 hour work on the computer. Any further work needed will be quoted.
- * When I pick up my computer, I will make sure that I also pickup all the peripheral devices and media, and I will not hold FIRE DOG responsible for the subsequent loss and any items that I may leave behind.
- * FIRE DOG technicians will work on my computer to the best of their abilities; however FIRE DOG does not guarantee that its technicians will be able to solve the problem(s) that my computer is experiencing.
- * I understand and agree to the terms and conditions at <http://firedogworks.com/legal>
- * I understand I can also request a paper copy of these terms and conditions.

Customer Drop-off Signature

Date:

Customer Pickup Signature

Date:

Staff Signature

Date: