

**Solarice Corporation**  
50 Hilton Street, Suite 104  
Easton, PA 18042-7391  
Phone: (484) 357-8407 Fax: (610) 885-1620  
<http://www.solarice.net>

## Laptop Service Request Form

Full Name: \_\_\_\_\_ Date: \_\_\_\_\_

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

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

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

Username (if applicable): \_\_\_\_\_

Password (if applicable): \_\_\_\_\_

Best Time to Reach You:  Monday  Tuesday  Wednesday  Thursday  Friday  
 Morning  Afternoon  Evening  Other: \_\_\_\_\_

My Computer is a:  Laptop  Netbook  MacBook  Other (Please specify below)

\_\_\_\_\_

Manufacturer: \_\_\_\_\_ Model: \_\_\_\_\_

Serial Number (if applicable): \_\_\_\_\_

Operating System: \_\_\_\_\_

- Data Backup:  I would like my data backed up.  
 I have backed up my data.  
 I have not backed up my data and do not want it backed up.

Please state the reason you are dropping off your computer:

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Suggested Services:

- Anti-Virus Installation    Cleaning    Diagnosis    Software Installation
- Hardware Installation    Memory Upgrade    Keyboard Replacement
- DC Jack Replacement    LCD Replacement    Virus & Spyware Removal

**PLEASE READ BEFORE DROPPING OFF YOUR COMPUTER**

Please make sure that you have any CD's or cables that came with your system at the time of drop off. Failure to provide these items may result in the delay of your repair.

**In bringing in my computer for maintenance and/or repair to Solarice Corporation, I understand and agree to the following as well as Solarice Corporations Installation and Services Agreement.**

Solarice Corporation does not accept responsibility for any damage to my computer's hardware or peripheral devices. Solarice does not accept responsibility for backing up any data or installed software applications that may be on my computer's hard drive. I am responsible for making sure that any critical data is backed up before bringing my computer to Solarice and for providing copies of any licensed software if necessary.

I acknowledge that a Solarice technician will work on my computer as soon as possible after I bring it in. When I drop off my computer, a Solarice employee will give me an estimate of when the service or maintenance will be finished. If the estimate changes, a technician will notify me at the phone number or email address listed above.

I understand that when I bring my computer for repair and/or work that I will be charged a minimum of \$40.00. Any further work needed will be quoted. When I pick up my computer, I will make sure that I also pick up all peripheral devices and media, and I will not hold Solarice responsible for the subsequent loss of any items that I may leave behind. If my computer(s) is (are) not picked up after six (6) months from their drop off date, I understand that my computer may become the property of Solarice. Charges may be applied to your bill upon pickup after six (6) months.

Solarice technicians will work on my computer to the best of their abilities; however Solarice does not guarantee that its' technicians will be able to solve the problem(s) that my computer is experiencing.

Occasionally we will receive a machine for repair that we cannot find a problem with. In cases such as this, there will be a \$40.00 troubleshooting charge. If the problem with your machine reoccurs within 30 days, we will apply the previous \$40.00 charge to the new service provided. If there is any additional charge, you will be notified before the work is done.

(rev. 04/23/2009)

Signature: \_\_\_\_\_

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