



PC Under Warranty? Yes / No

Invoice # (if warranted) _____

Date of Original Invoice: ____/____/200__

Bench Order / PC Repair Customer Information Form

Date: ____/____/2003 CONTACT Phone: (____) _____ - _____

Name: _____ Home Phone: (____) _____ - _____

If the PC is under warranty, please include a copy of the original invoice

OPERATING SYSTEM: Windows: 98 ME 2000 XP HOME XP PRO

Do you have the ORIGINAL software and product key? YES NO

Do you have the ORIGINAL RESTORATION CD's? YES NO

Product key: _____-_____-_____-_____-_____

PRINT LEGIBLY, DOUBLE CHECK THE KEYCODE AND INCLUDE A COPY

Problem Description (Please make a note of any error codes you have seen)

Four horizontal lines for writing the problem description.

Administrative Password? YES NO Password: _____ Login Name: _____

PLEASE PRINT LEGIBLY, DOUBLE CHECK THE PASSWORD AND LOG-IN NAME

Where was the PC built? _____ who loaded the software? _____

When was the last time the PC was serviced? ____/____/200__ By whom? _____

*****IMPORTANT PLEASE READ*****

BCB has a \$30.00 diagnostic fee for all non-warranty work. If no hardware malfunctions are found while under warranty, a \$30.00 bench fee applies. Additional fees may include the price of replacement hardware and additional labor fees of up to \$70.00/hr. CUSTOMER INSTALLED (NON BCB INSTALLED) SOFTWARE IS NOT COVERED UNDER WARRANTY. CUSTOMER IS RESPONSIBLE FOR BACKING-UP DATA. BCB IS NOT RESPONSIBLE FOR DATA LOSS DURING SERVICING. BCB OFFERS DATA BACK-UP SERVICES.

Customer Agreement: _____

Estimated price: \$_____.00 Customer to be called if charges are over: \$_____.00

DO NOT WRITE BELOW THE LINE: BENCH USE ONLY

Date to pick up ____/____/2003 Technician: ALONSO CURTIS DENIS IVAN ALEX

Diagnostic: _____

Horizontal line for diagnostic notes.

Horizontal line for diagnostic notes.

Notes: _____

Horizontal line for notes.

Horizontal line for notes.