

## **Computer/Device Repair-Service Agreement**

I, \_\_\_\_\_, (Hereinafter "Client") attest I either own property for which I am requesting repairs or have permission of the property owner. I further attest I'm of legal age and have legal authority to enter into agreements with respect to said property for service or repair (Hereinafter "Computer Device(s)").

Client desires the professional services of Winkles Tech Solutions, LLC. In consideration for Professional Services rendered, Repairs, and Parts/Goods sold by Winkles Tech Solutions, client agrees to compensate Winkles Tech Solutions for all invoiced amounts as they are due.

Winkles Tech Solutions will perform and provide computer services, repairs, and upgrades, as requested by the Client. Winkles Tech Solutions will conduct honest, reasonable, and considerate services. Client understands and acknowledges our goal is to provide the highest quality of service and support, but specific results cannot be guaranteed.

As such, Client acknowledges and understands repairs may not always go as intended. Client understands risks are involved with repair services, including potential risk of data loss. Client understands they are ultimately responsible for data backup.

There may also be circumstances under which Client's Computer Device(s) cannot be repaired and may require a rebuild or upgrade. This may be the case with older Computer Device(s) where replacement parts are obsolete or in cases where the Computer Device(s) sustained significant damage.

Client authorizes Winkles Tech Solutions to install anti-virus software and any other necessary software on Computer Device(s) to perform required services. Such software may be deleted and/or uninstalled upon completion of service, unless purchased.

Services are provided by Winkles Tech Solutions to fix, upgrade, or otherwise repair the Computer Device(s) for which client requests. The primary goal is to fix Computer Device(s), not create further damage. In the event of unforeseen circumstances, accidental damage and/or loss of data to your system, or data loss caused by already existing problems in your system such as viruses, incorrectly configured software, or hardware failures, Client agrees to indemnify, hold harmless, release, and discharge Winkles Tech Solutions, its owners, officers, employees, agents, contractors, and assigns from any data loss, unforeseen circumstances, and all other liability.

The agreement provided at the time of the estimate, along with our published Service Terms & Conditions, will be deemed a contract under the laws within the State of Indiana.

All services will be conducted in a professional, reasonable, and timely manner, taking into consideration the circumstances and nature of the technical problems. Our Service Terms & Conditions are hereby incorporated into this agreement. Client duly acknowledges receipt and understanding of our Service Terms & Conditions.

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

Service Terms & Conditions are publicly available on our website.

**<https://winklestech.com/terms-of-use>**

## **Diagnostic Testing**

Client agrees to sign estimate that diagnostics can be run to determine the issue. The client agrees that Winkles Tech Solutions LLC is not liable for claims of loss, damage, or data loss due to diagnostic testing. The diagnostic results will be discussed with client to determine if they would like to receive services for repair. If services are approved, services will commence immediately, and an official invoice will be presented to client.

Name:

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Date:

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## **Drop off and Pick-up of Personal Equipment**

Client agrees that Winkles Tech Solutions LLC can handle their personal equipment that is being serviced and take the equipment with them to be serviced at the company's site of operations.

Sign here to agree to the above terms for handling personal equipment:

Name:

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Date:

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