

Affordable Computer Services

Full service for all computer needs. New Performance Computer at your price-point!
Repairs, maintenance, upgrades, networking, security, wireless, computer rejuvenation.
(865) 365-5734 or email FixThatComputer@Gmail.com

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(865) 365-5734

Computer Service Rates and policies

Mobile Service call	\$60.00 - \$90.00
Hourly Rate (1 hour minimum for service calls)	\$60.00 - \$90.00

Like all service related businesses, **payment is due in full at completion of services**. As with any computer service business, time spent determining a solution is billable; equipment cannot be picked up or delivered if there is an outstanding balance due; equipment let unclaimed due to unpaid bill(s) may be sold after 30 days to cover the outstanding balance; we are not responsible for hardware or software failures which occur during service; every effort will be made to safeguard, recover and backup user files, (at hourly or per-service rates) however we cannot be responsible for data loss or guarantee data recovery; customer is responsible for providing operating system and/or restore disks and a valid Operating System Key (license sticker) when an Operating System is being installed; customer is responsible for providing installation disks for any licensed software being installed.

When hourly rates for services would exceed the value of the computer, rates are calculated on a per-service basis. Typical services include:

Pick up fee	\$30.00
Delivery/setup fee	\$30.00
Bench fee	\$30.00
Windows Install	\$50.00
Windows Updates	\$30.00
Windows Setup (drivers)	\$30.00
Anti-malware	\$40.00
Program installation	\$10.00 per program
Peripheral setup/configuration	\$10.00 - \$30.00 per
Driver installation, individual	\$10.00
Tower and component cleaning	\$10.00 - \$15.00
Software recovery	\$30.00 - \$50.00
Hardware R&R	\$30.00
Data Recovery/Backup	\$30.00 - \$60.00
Full system backup (customer provides mass-storage device and media)	\$50.00 - \$60.00
Entire Hardware Build	\$50.00
Networking setup/security	\$10.00 - \$50.00 per device
Insurance claim letter / Expert affidavit	\$35.00
Training	\$40.00 per hour
Hardware purchase	(Wholesale cost + shipping + tax) ⊙ 125%

Discounts are *sometimes* given to repeat customers and these are noted on invoices with a Regular Cost and Your Cost itemization. Some incidental configuration, software installs and idle time may not be billed, at my option.

Payment is always due in full upon completion of services; no exceptions.