

**Section 1: Contact Information**

1. Are you a current client of AIS Computers? YES NO
  - If yes, what name (s) might you be listed under in our system? \_\_\_\_\_  
(If your contact information has been updated recently please let us know.)
  - If no, we will need some contact information from you.

Name/Business: \_\_\_\_\_

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

City/State/Zip: \_\_\_\_\_

Phone (Primary & Alternate): \_\_\_\_\_

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

- What contact method is best to reach you? \_\_\_\_\_
- How did you hear about AIS? \_\_\_\_\_
- Would you like to be added to our email newsletter so we can keep you updated on our products, services, and seminars? YES NO
  - o If yes, do you prefer Text or HTML emails? Text HTML

**Section 2: Product**

1. Serial Number of Machine: \_\_\_\_\_
2. Product Description: \_\_\_\_\_
3. Is this machine under warranty? \_\_\_\_\_
4. Estimated Purchase Date: \_\_\_\_\_
5. Any peripherals/disks/box left with machine? (list items and serial numbers)
  1. \_\_\_\_\_
  2. \_\_\_\_\_
  3. \_\_\_\_\_
6. *For AIS use:* Any exterior markings/scratches/dents? Make note of any damage.

\_\_\_\_\_  
\_\_\_\_\_

**Section 3: Symptom Information**

1. Do you have an OS X password or Windows password on your machine? Please list.  
\_\_\_\_\_
2. Do you have a backup of your data? YES NO
3. Would you like AIS to backup your data? YES NO
4. Please describe machine problem or work you would like performed.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. Would you like priority service (Hot Bench), which means your machine will be put on the technicians bench within 15 minutes after check-in to begin diagnostic process or would you like standard service (your machine will be diagnosed within 1-3 days of arrival.) With Hot Bench service we will make every effort to your machine ready for you the same day. If parts are needed, repair could be delayed 2-3 days until part

arrives. Customer will be updated every day on status of machine until part arrives and machine is complete.

6. Are there any other products or services that we can assist you with today or that you would like more information about? Ask us about our Solutions Menu.

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#### Section 4: Payment, Signature, and Liabilities information

1. Please select if you would like Priority Service.

- I purchased my machine from AIS Computers. I understand I am responsible for the \$50 hot bench and \$80 minimum repair fee to have my machine expedited.
- I did not purchase my machine from AIS Computers. I understand I am responsible for the \$100 hot bench and \$80 minimum repair fee to have my machine expedited.
- I do not need priority service at this time. I understand I am responsible for the \$80 minimum repair fee to have my machine repaired and that an AIS technician will contact me for authorization above the \$80 fee.

PLEASE READ the following carefully.

**It is the customer's responsibility to back up all data prior to repair commencement. AIS is not responsible for consequential damages. AIS is not responsible for equipment failure during repair, whether in our repair center, at the customer site or in transit. A storage fee will be assessed on equipment left over 30 days from completion of repair. AIS has the right to sell equipment left over 30 days for the cost of the service performed. Minimum labor rate is \$80.00 per hour in-shop and \$125 per hour on-site. AIS may request upfront payment for machines out of warranty and for clients that are not on credit terms with AIS.**

**If you have an Apple product and it is under the 1 year limited warranty or AppleCare then the cost of parts and labor are covered under most repairs. There are exceptions where a repair WILL NOT be covered under warranty and these are:**

- 1. The problem is software-related, rather than hardware-related.**
- 2. We are unable to duplicate or confirm the problem.**
- 3. The computer has been damaged by a liquid spill, drop or other form of accidental damage.**

***In any of these exceptions above the \$80 minimum repair fee will apply.***

I have read the information above and understand I will be responsible for all fees that are not covered under my product's warranty.

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**Customer Signature**

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**Date**