



Gorilla Strong Computer Repair, LLC, Beaufort, South Carolina, USA  
Website: GorillaStrong.com | Phone: +1 (843) 474-1440 | Email: Support@GorillaStrong.com

### REMOTE / ON-SITE / DROP-OFF IT SERVICE REQUEST FORM

#### Customer Information:

Name: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_

#### Computer Information: ( Laptop?: This information can be located on the bottom of your laptop or under the battery compartment. )

Make/Model: \_\_\_\_\_  
Serial#: \_\_\_\_\_  
Appointment Date/Time: \_\_\_\_\_

#### Work Requested:

( Please continue on the back if not enough space. Please be as detailed as possible. )

#### Please Read Carefully:

By authorizing Gorilla Strong Computer Repair (GSCR) to perform troubleshooting, maintenance, and/or repair on my computer(s), point of sales (POS) system(s), and/or any other electronic device(s), I understand and agree to the following:

- I am the **rightful owner** of the computer(s), POS system(s), and/or electronic device(s) that the service will be performed on.
- I hereby **authorize** GSCR to perform the above work to be done with the necessary materials.
- GSCR does **NOT** accept responsibility for loss of data, data corruption, loss of installed software applications, software applications corruption, loss of use, loss of profits, loss of production, loss of business, and/or any other direct/indirect loss or direct/indirect damages, regardless of cause.
- GSCR does **NOT** accept responsibility for any direct or indirect physical damage to my computer's hardware, POS system's hardware, and/or electronic device(s), regardless of cause.
- [ **On-Site** ] The **minimum amount** of time that I will be billed is **one hour**. After **one hour**, I will be billed in 30-minute increments.
- [ **Drop-Off** ] The **diagnostic fee** listed below is **due** when making an appointment or when equipment is dropped off to GSCR.
- My computer(s), POS system(s), and/or electronic device(s) can be **kept as collateral** until all services are paid.
- If I do **NOT** pick up my computer(s), POS system(s), and/or electronic device(s) and pay the full amount for the services performed within **30 days** of the date of completion, I will be charged a storage fee of **\$5.00 per day** for each day beyond the **30 days**.
- If I do **NOT** pick up my computer(s), POS system(s), and/or electronic device(s), pay the **full amount** for the services performed, and pay the **full amount** of the storage fee within **60 days** of the date of completion, I hereby **authorize** GSCR to keep my computer(s), POS system(s), and/or electronic device(s). Equipment may be sold to cover the service fees. **Data drives will be destroyed.**
- **Full Payment** is due at the time of service. No Financing Available. We accept Cash, Cash App, PayPal, and Major Credit/Debt Cards.
- A convenience fee of **4.2% is charged** for all payments made with Cash App, PayPal and Major Credit/Debt Cards.
- **All service fees are nonrefundable with the exception of cancelling an appointment 24 hours prior.**
- When **cancelling an appointment**, please email or send us a text message to let us know **24 hours prior** to the start of your scheduled appointment to receive a refund, if you paid on our website or Cash App.
- **Final receipt** will be e-mailed. Physical copy available upon request.

By signing below, I agree to the above:

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

**Computer Diagnostic: \$50.00 ( Gaming PCs: \$70.00 ) | On-Site Services: Residential: \$80.00 / hr. Business: \$100.00 / hr.**

Free 60 Day Warranty On Labor, From The Date The Repair Was Completed.  
All prices and fees will be discussed with you before work is performed. NO SURPRISES.

**THANK YOU FOR CHOOSING US**



