



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

### IT SERVICE REQUEST FORM

**Customer Information:**

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

**Computer Information:**

Make/Model: \_\_\_\_\_  
Serial#: \_\_\_\_\_  
Items Drop Off with Computer: \_\_\_\_\_

**Work Requested:**

(Please be detailed. Please do not include Passwords or Keys.)

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Scan to add us as a contact, create a ticket, view our quick links, or access our client portal.

**Computer Diagnostic:**  
Personal: \$60.00  
Business and Gaming: \$80.00

**On-Site Services:**  
Residential: \$80.00 / hr.  
Business: \$120.00 / hr.

**Remote Services:**  
Residential: \$60.00 / hr.  
Business: \$90.00 / hr.

Free 60 Day Warranty on Labor, from the date repairs were completed.  
All prices and fees will be discussed with you before work is performed. NO SURPRISES.

**THANK YOU FOR CHOOSING US**



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## IT SERVICE AGREEMENT

### Please Read Carefully:

This service agreement outlines the terms and conditions governing the repair and maintenance services provided by Gorilla Strong Computer Repair, LLC. Valid for one (1) year, this agreement ensures clarity and transparency between you (the Client) and Gorilla Strong Computer Repair, LLC (the Service Provider) regarding ownership, service conditions, payment terms, liability exclusions, collateral, and documentation.

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

#### Ownership and Authorization:

- I confirm that I am the rightful owner of the computers, POS systems, and/or electronic devices that will be serviced.
- I authorize GSCR to perform repairs and use necessary materials on my computers, POS systems, and/or electronic devices as described in help tickets, text messages, estimates, estimate requests, and verbal conversations, provided such verbal agreements are confirmed in writing, during this service agreement window.

#### Service Conditions:

- On-Site Services: I agree to a minimum charge of one hour. If the service extends beyond one hour, billing will continue in 30-minute increments.
- Drop-Off Services: I will pay the listed diagnostic fee when I drop off my equipment at GSCR.

#### Exclusions of Liability:

- GSCR is not responsible for any data loss, data corruption, loss of software, or any indirect damage such as loss of profits or business due to the service provided.
- GSCR is not liable for any physical damage to the hardware of my computers, POS systems, or electronic devices, regardless of the cause.

#### Payment Terms:

- Full payment is due at the time-of-service completion. GSCR does not offer financing options.
- Accepted payment methods include Cash, Checks, Cash App, PayPal, and major Credit/Debit Cards.
- All service fees are nonrefundable.

#### Collateral and Storage Fees:

- My device(s) may be retained by GSCR as collateral until full payment for services is received.
- If I fail to pick up my device(s) and pay the full-service charge within 30 days after the service completion, I will incur a storage fee of \$5.00 per day.
- After 60 days, if I have not paid all the due amounts, I authorize GSCR to keep or sell my device(s) to recover service fees. Data drives within the device(s) will be destroyed.

#### Receipt and Documentation:

- I will receive a final receipt via email. A physical copy of the receipt can be provided upon request.

#### Duration of Agreement:

- After this IT service agreement expires (one (1) year from the date below), a new agreement must be signed to continue receiving services from GSCR.

By signing below, I understand and agree to the above:

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

**THANK YOU FOR CHOOSING US**