



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

IT SERVICE REQUEST FORM

Customer Information:

Name: _____

Business Name: _____

Phone: _____

Email: _____

Device Information:

(Normally found on the bottom or laptops and on the back of desktops.)

Make/Model: _____

(On Site: Write "All Devices" to apply to all devices at home or business.)

Serial#: _____

Items Dropped Off with Device: _____

How Did You Hear About Us: _____

Work Requested / Problem Description

(Do not write passwords or recovery keys here. If access is needed, provide it securely.)

Check all that apply:

- ☐ - Slow, crashing, or freezing
- ☐ - Error messages or beeping
- ☐ - Random pop-ups or browser redirects
- ☐ - Computer won't turn on
- ☐ - Stuck on blue or black screen
- ☐ - Broken, distorted, or blank display
- ☐ - Strange noises
- ☐ - Overheating or shutting down
- ☐ - Viruses or malware
- ☐ - Problems after installing a program



Scan to save our contact information, request estimates,
visit our client center, and read our reviews.

Estimate and Authorization

Diagnostic fee	Personal: \$60 Business and Gaming: \$80
Service type	[] Drop-off [] On-site [] Remote
Approval limit	GSCR may perform work up to \$ _____. Additional approval is required above this amount.

Computer Diagnostic:	On-Site Services:	Remote Services:
Personal: \$60.00 Business and Gaming: \$80.00	Residential: \$80.00 / hr. Business: \$100.00 / hr.	Residential: \$60.00 / hr. Business: \$80.00 / hr.

60-day limited labor warranty from the completion date. Parts and third-party products may carry separate manufacturer warranties.

SERVICE REQUEST AUTHORIZATION: I authorize the work described above, subject to the approval limit stated on this Service Request. I acknowledge that this Service Request is governed by the GSCR IT Service Agreement signed with this Service Request or, if applicable, by the One-Year Continuing Agreement previously signed by me and still in effect.

Customer Signature: _____ Date: _____

THANK YOU FOR CHOOSING US



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IT SERVICE AGREEMENT

Customer Name: _____ Business Name: _____

- 1. Authorization and Access:** The customer states that they own the equipment or are authorized by its owner. The customer authorizes Gorilla Strong Computer Repair, LLC (GSCR) to inspect, test, disassemble, repair, update, and use reasonable tools or replacement parts for the requested service. The customer authorizes necessary access to the device, network, accounts, software, and data solely to perform the service. GSCR will not exceed the written approval limit without additional customer approval, except for taxes or previously disclosed fees.
- 2. Estimates, Diagnostics, and Charges:** Estimates are based on available information and may change if hidden damage or additional problems are found. Diagnostic fees cover testing and are earned when diagnostics begin, even if the customer declines repair or the device cannot be repaired. On-site service has a one-hour minimum and is billed in 30-minute increments afterward. Remote and other labor are billed at the stated or approved rate.
- 3. Service Availability and Urgent Requests:** GSCR is available in the evening by appointment. Service visits, equipment drop-offs, and pickups must be scheduled and confirmed in advance. GSCR does not provide 24-hour or guaranteed emergency support. Urgent requests are subject to evening availability and a confirmed appointment. Any extra fee for urgent service must be disclosed to and approved by the customer before that service begins.
- 4. Data Risk Disclosure, Backup Responsibility, and Limitation of Liability:** Customer is solely responsible for maintaining current backups of all data, software, applications, settings, and files before service. Repair, testing, diagnostics, malware removal, software updates, hardware replacement, storage device failure, pre-existing defects, hidden conditions, and third-party software issues may result in data loss, data corruption, loss of software, loss of settings, or loss of functionality. GSCR does not guarantee the preservation, recovery, transfer, restoration, or recoverability of any data. Separately authorized data-recovery services involve an attempt to recover data and do not guarantee successful recovery. To the fullest extent permitted by law, GSCR shall not be liable for any loss of data, data corruption, loss of software, loss of use, loss of business, loss of profits, business interruption, or any indirect, incidental, special, consequential, or exemplary damages, whether resulting from pre-existing conditions, hardware failure, software failure, third-party causes, hidden defects, or services performed by GSCR, except to the extent prohibited by applicable law. Customer represents that any data, software, accounts, or content made available to GSCR are lawfully possessed and may be accessed as reasonably necessary to provide the requested services.
- 5. Repair Risks and Pre-Existing Conditions:** Electronic equipment may have hidden defects, liquid damage, corrosion, weakened connectors, failing storage, swollen batteries, prior repair damage, or parts that fail during ordinary testing or disassembly. GSCR is not responsible for failure caused by these conditions or by normal repair risks when reasonable care is used. GSCR may stop work if it finds an unsafe condition or if continued work is not practical.
- 6. Parts, Software, and Customer-Supplied Items:** Replacement parts may be new, used, refurbished, original, or compatible, as disclosed in the estimate. Manufacturer or supplier warranties control parts coverage. GSCR is not responsible for defects in customer-supplied parts and may charge labor for installing, removing, or diagnosing them. The customer is responsible for valid software licenses. GSCR does not guarantee that third-party software, updates, networks, cloud services, security products, or unsupported systems will remain compatible or uninterrupted.
- 7. Malware and Security:** GSCR will use reasonable care but cannot guarantee that malware removal is complete or that a repaired device or network will never be compromised. The customer remains responsible for passwords, multi-factor authentication, updates, backups, and ongoing security after service.
- 8. Payment, Billing, and Returned Property:** Payment is due when service is completed or when the device is returned, whichever occurs first. Accepted payment methods are cash, check, Cash App, PayPal, and major credit or debit cards. For On-Site Services, Customer agrees to a minimum charge of one (1) hour. Time exceeding the initial one-hour minimum shall be billed in thirty (30) minute increments. For Drop-Off Services, Customer agrees to pay the applicable diagnostic fee at the time equipment is delivered to GSCR for evaluation. Diagnostic fees cover testing, troubleshooting, evaluation, and repair recommendations. If Customer authorizes the recommended repair, the diagnostic fee will be credited toward the repair charges. If Customer declines the recommended repair, the diagnostic fee remains due and is nonrefundable except as required by law. Completed diagnostics, labor, special-order parts, and other earned charges are nonrefundable except as required by law. GSCR may retain repaired property to the extent permitted by applicable law until authorized charges have been paid in full.
- 9. Communications and Notices:** Customer authorizes GSCR to communicate by telephone, voicemail, email, SMS/text message, customer portal, and postal mail regarding estimates, approvals, invoices, service updates, pickup notices, warranty matters, storage charges, and unclaimed equipment. Customer agrees that approvals, authorizations, and instructions provided through such communications may be relied upon by GSCR and shall have the same force and effect as a written signature.

IT SERVICE AGREEMENT (CON'T)

10. Unclaimed Equipment and Storage: Customer agrees to promptly retrieve completed equipment and keep mailing and contact information current. GSCR may charge storage fees of \$5.00 per day beginning no earlier than thirty (30) days after sending notice that equipment is ready for pickup, and only after satisfying applicable statutory notice requirements. No storage charges will accrue before the required storage notice is sent. Any repair lien, storage charge, owner or lienholder search, notice, sale, and handling of sale proceeds shall comply with South Carolina Code Section 29-15-10, as amended, and other applicable law. Required notices shall be sent to the owner and applicable lienholders using the legally prescribed method. Telephone, email, or text pickup notices do not replace required statutory notices. Any sale under Section 29-15-10 shall be conducted by the appropriate magistrate after all statutory requirements are satisfied. Unclaimed equipment does not automatically become GSCR's property. GSCR shall not erase data, destroy, recycle, transfer, sell, or otherwise dispose of equipment except as authorized by applicable law or court order. Customer's failure to update contact information does not eliminate any notice obligation required by applicable law; however, notices properly sent in accordance with applicable law shall remain effective notwithstanding Customer's failure to maintain current contact information. Customer is responsible for maintaining current mailing and contact information with GSCR. Failure to update that information does not relieve GSCR of any legally required search or notice obligation. The validity and effect of any notice shall be determined by applicable law.

11. 60-Day Limited Labor Warranty: GSCR warrants its repair labor for sixty (60) days from completion. If a problem caused by the covered repair labor occurs during that period, GSCR will re-perform the covered labor at no charge. To request warranty service, contact GSCR within sixty (60) days from completion and describe the problem. The device must be made available for inspection and testing to determine warranty coverage. This warranty does not cover parts or third-party products; new, unrelated, or pre-existing problems; customer damage; liquid or electrical damage; malware; misuse; problems caused by modifications or repairs performed by the customer or another service provider; normal wear and tear; data loss; unsupported hardware or software; or failure to follow instructions. Applicable manufacturer or supplier warranties remain subject to their own terms.

12. Disclaimer of Warranties: Except for GSCR's 60-Day Limited Labor Warranty expressly stated in this Agreement and any applicable manufacturer or supplier warranty, all services are provided **"AS IS" and "AS AVAILABLE."** To the fullest extent permitted by law, GSCR disclaims all other warranties, express or implied, including the implied warranties of merchantability and fitness for a particular purpose. GSCR does not guarantee specific results, including performance improvements, data recovery, malware removal, compatibility, or prevention of future problems. Nothing in this section limits any warranty or right that cannot legally be disclaimed.

13. Limitation of Liability: To the fullest extent allowed by law, GSCR is not liable for lost profits, lost business, loss of use, lost or corrupted data, or other indirect, incidental, special, exemplary, or consequential damages. GSCR's total liability arising from a service will not exceed the amount the customer paid GSCR for that service. These limits do not apply where prohibited by law and do not excuse fraud, willful misconduct, gross negligence, or any duty that cannot legally be waived.

14. Dispute Resolution: Before initiating a lawsuit, chargeback, payment dispute, or other formal claim arising from or relating to the services provided by GSCR, Customer agrees to make a good-faith effort to notify GSCR of the dispute and provide GSCR with a reasonable opportunity to investigate and resolve the matter informally. The parties may mutually agree to participate in mediation before pursuing legal action. Nothing in this section shall prevent either party from seeking relief in a court of competent jurisdiction where immediate action is reasonably necessary to protect legal rights.

15. Agreement Term: Customer may select either a **Single Service Agreement** or a **One-Year Continuing Agreement** when signing this Agreement. If **Single Service** is selected, this Agreement applies only to the Service Request executed in connection with this Agreement. If **One-Year Continuing Agreement** is selected, this Agreement remains effective for one (1) year from the signature date and applies to each Service Request authorized by Customer during that period. Customer is not required to sign this Agreement again for each service visit or job during the one-year term, but Customer must sign or otherwise authorize a separate Service Request for each new service visit or job. A later written estimate or Service Request may add service-specific terms but does not extend or renew the one-year term unless expressly agreed to in writing.

16. General Terms: This Agreement shall be governed by the laws of the State of South Carolina without regard to conflict-of-law principles. Any legal action arising from this Agreement shall be brought exclusively in Beaufort County, South Carolina, unless applicable law requires otherwise. If one term is unenforceable, the remaining terms continue. This Agreement, applicable Service Requests, estimates, and incorporated written approvals constitute the agreement between the parties. Changes must be in writing. Electronic signatures and approvals are valid.

17. Agreement Selection (check one)

☐ **Single Service** — This Agreement applies only to the current Service Request.

☐ **One-Year Continuing Agreement** — This Agreement applies to each Service Request I authorize during the one-year term.

By signing below, Customer acknowledges that Customer has received, reviewed, understood, and agreed to this IT Service Agreement, including all attached pages, and agrees to the Agreement Selection checked above.

Customer Signature: _____ Date: _____