



KomputerStore.com LLC.

35 South Broadway, Gloucester City, NJ 08030. Phone: 856-456-0040

(Computer/Laptop Repair Ticket)

Please write in CAPS clearly (except your password). Pack the laptop properly with 3" of foam or bubble wrap padding. We strongly suggest to insure it. We will not be held responsible for any damage or loss during shipping. Once we receive the laptop, we will contact you to let you know that we have received it. We will diagnose the laptop FREE of charge and send you an email with estimate and approximate time required for repair. After you agree to the estimate, we will proceed with the repair. Once laptop is repaired, it will be shipped to the address you provide in this form. In any event if the laptop is not repairable or you do not agree to the estimate that we provide, it will be returned to you at your cost.

Date: _____ **Ticket#:** _____ (For Office Use)

Customer Name: _____ **Company Name:** _____

Full Address: _____

Phone1: _____ **Best Time to Call:** _____

Phone2: _____ **Best Time to Call:** _____

I agree to the terms and conditions printed on the back of this ticket.

Signature: _____

ADDITIONAL INFORMATION:

Email: _____ **Fax:** _____

Computer/Laptop Make: _____ **Model:** _____

Serial Number: _____ **Hard Drive (Size)** _____

Memory (Amount): _____ **Optical Dr.:** CD DVD CD/DVD DVDRW

Modem: _____ **Wireless Adapter:** _____ **Processor:** _____

AC Adapter Included (Yes/No): _____ **Battery Included (Yes/No):** _____

BIOS Password: _____ **Windows User:** _____ **Password:** _____

Additional Items Included: _____

Problem Description:

TERMS & CONDITIONS OF SALE/SERVICE/WARRANTY/DROP-OFF:

1. KomputerStore.com LLC shall not be bound by the terms of any purchase order which are inconsistent with the terms of sale contained herein unless such inconsistent terms are specifically accepted by KomputerStore.com in writing prior to the acceptance of the said purchase order. KomputerStore.com can change any of these terms at any time without any notice.
2. Where no shipping instructions are received, shipments will be made by the Carrier, and in the manner designated by KomputerStore.com. All shipping fees must be paid by the customer.
3. Federal and/or State Sales or excise tax or any other taxes are in addition to the prices quoted unless the price quoted is explicitly stated to be inclusive of the same.
4. All new hardware parts carry 30 days warranty, and used or refurbished parts carry no warranty, unless otherwise specified. No labor warranty is given on hardware/software repairs. Warranty of new or used hardware (if any) does not include labor and service charges.
5. KomputerStore.com shall not be responsible for loss or damage to property of the purchaser in the custody of KomputerStore.com.
6. KomputerStore.com does not guarantee the price as quoted for repair. Because of unforeseen circumstances, actual price of repair may vary from the original repair quote given to the customer.
7. The repaired computers/parts must be picked up from KomputerStore.com location within 30 days of notification by us. KomputerStore.com will not be held responsible for any computers/parts lost, stolen or broken in any event.
8. Please backup any important data that you might have in your computer. During repair, we cannot guarantee the safety of data.
9. No liability what so ever, can be claimed from KomputerStore.com, due to any reason stated or implied.
10. No warranty is given on system restores, software work, and any software related issue. Please check your system at KomputerStore.com location, before leaving.
11. Due to the critical nature of computer parts and components, KomputerStore.com gives only 30 days warranty on some repairs, excluding windows, software, virus repairs. This warranty is only for the parts replaced by KomputerStore.com, and does not include repair/labor charges or any other hardware which is not replaced or upgraded by KomputerStore.com. New problems arising due to any reason will not be covered under warranty. No software work, virus/spyware problems, restoration, installation is covered under warranty.
12. All customers must provide original Operating System disks and Licenses, if Operating System installation is required. No operating system will be installed without license. If due to any reason, you don't have license, you can purchase one from KomputerStore.com at discount rates.
13. KomputerStore.com does not provide warranty for onsite repairs. Every onsite visit will be charged at normal rate. If another visit is required to the customer site for the same problem, normal rate of visit and labor will be charged again.
14. KomputerStore.com shall inform buyer of charges to be incurred for the cost of repair prior to performing such repairs and shall obtain the buyers verbal or written authorization to proceed with such repairs. However, during repair, actual cost may vary slightly.
15. Any and all returned goods shall be governed by the Seller's Return authorization policy described elsewhere.
16. All sales are final. No return, replacement or refund unless written clearly on the invoice.
17. New items, if returned within 7 Days of the date of purchase are subject to 30% restocking fee. No returns or refunds after 7 days.
18. No returns or refunds on used parts, service fee or equipment, unless otherwise stated clearly on invoice.
19. A 5% / month late fee applies to all over due and past due invoices. Collection fees, legal fees will be charged to the customer.
20. KomputerStore.com will not be held responsible for any damages that might occur during shipping. Please insure your package for your safety.
21. If we do not hear from the customer for 30 days, after dropping the computer at KomputerStore.com location or after shipping to KomputerStore.com, KomputerStore.com will take possession of the laptop/computer and sell it to recover repair costs. No liability whatsoever can be claimed from KomputerStore.com
22. We try to finish the repair work in the time specified, however, due to unforeseen problems, the repair time is not guaranteed.
23. No liability whatsoever can be claimed from KomputerStore.com or its associates due to any reason stated or implied.
24. Writing a bad check can be very costly for the customer. If the check bounces back or the check is written wrong, all collection costs, court fees, and time spent by us for collection will be charged to the customer.

JURISDICTION IN NEW JERSEY

The purchase and any contract arising out of the acceptance thereof shall be construed in accordance with the laws of the State of New Jersey. For purposes of applying New Jersey law this purchase and any agreement arising out of agreement thereof, shall be deemed to have been entered into and wholly performed in New Jersey. All disputes arising from or relating to this purchase or any agreement arising out of acceptance thereof, shall be tried in the courts of the City, County and State of New Jersey, U.S.A.

KomputerStore.com LLC.
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