



AVALON IT SERVICES

2500 Quantum Lakes Drive, Suite 203, Boynton Beach FL 33426
support@avalonitervices.com – (561) 295-8320

CUSTOMER DROP OFF FORM

| | | |
|-----------------------|--------------|------------------|
| Name | | Telephone |
| Address | | |
| City | State | Zip Code |
| E-mail Address | | |

| | |
|--------------------|--------------------|
| Username(s) | Password(s) |
|--------------------|--------------------|

| |
|-----------------------------|
| Problem Description |
| Special Instructions |

Items to leave with your computer:

1. Laptop Charger / Desktop Power Cord
2. Any parts that are to be installed
3. USB Thumb Drive with large capacity or External Hard Drive if data backup/recovery/transfer is involved.

Customer agrees to the following terms:

Intake Form Disclaimer

Personal Computer Repair Waiver, Payment Guarantee, Release and Indemnity and Acceptable Use Policy
(by signing below I agree to the following):

I authorize Avalon IT Services (hereafter AITS) technician(s) to perform work on my computer. I understand that AITS technicians have been trained to perform computer hardware and software work, but AITS is not an authorized service dealer. Further, I agree to release, indemnify, and hold harmless AITS from liability for any claims or damages of any kind or description that may arise from any computer work performed on my computer, even if caused by negligence of AITS or its agent. I understand that AITS is not responsible for any data loss, which may occur as a result of work done on my computer.

I certify that I am the expressed owner of the computer system described in this document. In the event that I am found not to be the true expressed owner of this computer system, I assume all liability for any claim made as the result of the technical support rendered by AITS on this computer system, including those claims which assert negligence on the part of AITS.

I understand that technical support rendered by AITS may void manufacturer warranties for this computer system. AITS does not assume any liability or warranty in the event that the manufacturer warranties are voided. I understand that AITS may install a proprietary agent in order to enable remote connections at any time to the machine in the event an issue with the machine arises, the computer needs to be scanned for viruses or malware, for remote patch/update management, for any reason not aforementioned, and/or I request remote support assistance.

I understand that I must ensure that ALL of my data (e-mails, contact lists, favorites, passwords and account information for e-mail clients, personal files, license keys, program disks etc.) has been backed up on separate media. I understand that technicians cannot be held liable for lost data or programs that can no longer be run because of lost information or disks.

I understand that the final responsibility for all program activations lies with the computer owner.

I understand that absolutely no software will be installed (including the OS) without original disks and license keys.

I understand that AITS will attempt to contact me when my computer(s)/device(s) is(are) ready to be picked up, and if I fail to pick up within 90 days from completion of the repair, AITS will discard, recycle, or resell at the discretion of management.

I understand that if the OS is replaced on a computer, EVERY program and data file will be erased. The computer will be as it was when it was first purchased.

I understand that unless otherwise agreed upon, it will be the responsibility of the computer owner to re-install any non-OS related programs/files that were removed from the computer for the purpose of repairs.

I understand that AITS offers no verbal or written warranty, either expressed or implied, regarding the success of this technical support.

I expressly waive all claims against AITS for any damages to this computer system or data that are incidental to the technical support rendered by AITS. The liability of AITS is strictly limited to those damages to this computer system or data that are due to negligence on the part of AITS while technical support is being rendered.

I certify that I will pay, in full, for all services rendered.

Computer system is defined as: Hardware (CPU enclosure, mouse, keyboard, printer, monitor and associated cables), software (operating system software, applications software and related software) and the additional physical devices specified in the comments box on the front of this document.

Data is defined as: Any information not part of operating system software, applications system software or related software that is stored on the computer system described in this document or on any device that interacts with the computer system described in this document.

I, the customer, understand and acknowledge these terms.

Signature _____ **Date:** _____

Print Name _____ **Ticket # (if you received one)** _____

FOR OFFICE USE ONLY

Technician comments _____