

DIAGNOSTIC BOOKING FORM
(Collection and delivery included)



SPC use ONLY

1 BILLING INFORMATION

Billing and End user contact

Ticket ID:

Company / Home user		
Name	Address	
Land line (home)	(work)	Mobile
Email address (home)	(work)	Internet access on other PC YES NO

2 ABOUT YOUR EQUIPMENT

Manufacturer	Model	Serial No OS serial no. MS Office Serial no.	Not Applicable
Username	ADMIN Password	BIOS Password	
Additional items included in collection (Power supply, Cables, Battery, etc.)			
Make a note here if your computer is cosmetically damaged in any way. Please tell us of any other faults that you might be aware of and which you DON'T want us to repair!			

DATA BACKUP Do you want SPC to complete a backup of your Data? NO YES ☉ If yes tell us more here:	WARRANTY INFO Is your computer under warranty? NO YES ☉ If yes tell us more here:
--	--

3 REPAIR - SERVICE

Please describe in detail below either the services you would like us to perform or the nature of the problem that you are facing.

☉ Please describe last ran applications, errors, symptoms, last working date/time. ☉ Is there anything else we should know?

4 AUTHORISATION

I authorise up to £69 (Sixty-nine pounds)
(Call me before work exceeds authorisation amount, otherwise please send invoice directly)

Note: This amount does not apply to hardware parts that would affect the performance of your PC.

5 APPOINTMENT – COLLECT & RETURN

Our Collection & Delivery times:
MON – FRI: 8:00PM – 10:30PM
SAT – SUN: 1:00PM – 6:00PM

Note: We will charge you an extra £10.00 for Collection and Delivery, in cases where you're not repairing with SPC or if this is your 2nd Collection / Delivery appointment.

6 PAYMENT & SIGNATURE

I authorise SOLVE PC LIMITED to repair my equipment. I understand that: (1) the cost of repair is labour plus parts, (2) the labour rate is £40 per hour and (3) there is a Diagnostic fee that does not include any repair work. I authorise SPC to estimate repair costs. I understand Diagnostic costs per unit and apply whether or not repairs are done, even when the problem duplicates the issue or error described. Any equipment not claimed within 30 days of repair becomes the property of SPC.

DEPARTMENT AUTHORIZED SIGNATURE CUSTOMER SIGNATURE COLLECTION DATE