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Livonia MI, 48150

Redford - 313-531-3241  
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**Customer Information**

Name: \_\_\_\_\_

Address: \_\_\_\_\_ City \_\_\_\_\_ ST \_\_\_\_\_ Zip \_\_\_\_\_

Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Email: \_\_\_\_\_

**Hardware Description**

Laptop:

Make/Model: \_\_\_\_\_ Power Adapter YES  NO   
you must have the power adapter

Distinctive marks, missing keys, broken LCD, missing screws, etc...

\_\_\_\_\_

Desktop:

Make/Model: \_\_\_\_\_

Distinctive marks, scratches on case, dents, missing screws, etc...

\_\_\_\_\_

Other items left:

Description of items left

**Software**

\_\_\_\_\_

**Hardware**

\_\_\_\_\_

**System Information**

Operating system \_\_\_\_\_XP or \_\_\_\_\_ Vista \_\_\_\_\_ Other

Amount of memory \_\_\_\_\_ 512Meg \_\_\_\_\_ 1 Gig \_\_\_\_\_ other

Hard drive size \_\_\_\_\_

Any AntiVirus/Malware Software used? \_\_\_\_\_

Type of internet connection? Broadband  Dial-Up  Air-Card

How do you connect to the internet? Wired  Wireless  USB Wireless

Are there any passwords to log onto your computer?

Accounts:

Passwords:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Please list your Problem(s) you are having with your computer.:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

While we do everything in our power to prevent a reload, occasionally it can become inevitable due to corruptions of software or hardware failure. If a reload is necessary, the charge goes from \$79 to \$99. If we get this charge pre-approved, this can expedite service if a reload becomes necessary.

Pre-approve Reload YES  NO

**Data:** Data backup can range from \$30 to \$120 depending on how much information you have.

In the event of a reload do you need any data backed up? YES  NO

My Documents \_\_\_\_\_ My Pictures \_\_\_\_\_ Outlook \_\_\_\_\_ Outlook Express \_\_\_\_\_

Other mail software \_\_\_\_\_ Tax program \_\_\_\_\_ other \_\_\_\_\_

If so please be precise as to where the files are located.

\_\_\_\_\_  
\_\_\_\_\_

Do you want a Anti Virus/ Spyware Program Installed \$49.95 CHARGE YES  NO

We recommend Spy Sweeper, which can be installed on 3 computers .

Is there any additional information we should know prior to starting service on your system?

Failure to complete this form may result in a delay in your service.

I understand Canton Computers is not responsible for any software or data lost on my hard drive. I am responsible for backing up the data on the hard drive prior to shipping the unit to Canton Computers for repair. I understand that Canton Computers is not responsible for keeping or returning defective parts that are replaced as part of the repair unless specifically requested by the customer prior to acceptance of our repair estimate.

Signature \_\_\_\_\_ Date \_\_\_\_\_