

Client Name:	Date Arrived:	Rush:	Needed By:
Phone Number 1: Phone Number 2: Email Address:	Address:		
Passwords:	Date Started:		
	Date Finished:		
Customer Issues:	Customer Call Log		
Resolution:	Billing		
	Labor (1hr minimum)		
	Parts		
Suggestions:	Sub Total		
	Tax		
	Total		
Log of equipment removed from home for service.	Authorization	Returned	
Thank you for choosing FIX-IT Computer Repair!			
By signing, I acknowledge that spyware & viruses can occur as a result of everyday use. I understand that FIX-IT Computer Repair cannot prevent or be held responsible for any and all future infections or attacks including security issues. I, the customer, also know that I should regularly perform backups of critical data and state that I have a separate and viable backup of all critical data. I understand that Fix-It Computer Repair cannot guarantee the viability of any backup. By signing, I, the customer, solely accept the responsibility for any and all data loss. Refund requests must be made in writing via U.S.P.S or email at support@fixitcomputerrepair.com			
Customer Signature:	Serviced By: Justin Brown	Date:	

FIX-IT Computer Repair Checklist

PC Tune-Up Tasks

- ✓ **PC Boot** – Check for errors during boot process
- ✓ **Remove Browser Add-Ons/Extensions** – Remove unauthorized and compromised browser add-ons
- ✓ **Clear Temporary Files** – Delete temporary internet files and browsing history
- ✓ **Review Startup Programs** – Prevent unnecessary programs from starting during PC boot process
- ✓ **Reset Network and Firewall Settings** – Restore settings to default configurations
- ✓ **Verify Antivirus is up-to-date** – Ensure latest updates installed
- ✓ **Conduct Virus Scan** – Make sure there isn't a virus on computer
- ✓ **Conduct Spyware/Malware Scan** – Make sure spyware/adware isn't on the computer
- ✓ **Conduct Rootkit Scan** – Make sure rootkits are not on your PC stealing data
- ✓ **Install Windows Updates** – Ensure latest updates installed
- ✓ **Remove Dust** – Dust can prevent system from cooling properly
- ✓ **Verify Hardware Drivers** – Make sure the latest drivers are installed
- ✓ **Disk Defragmentation** – Verify process runs regularly to maximize disk performance
- ✓ **Test Printer(s)** – Ensure printers work prior to departure

Software Installed

- ✓ **CCleaner** – Used to Tune-up PC
- ✓ **Malwarebytes Anti-Malware** – Recommended Malware/Antivirus program
- ✓ **ESET Antivirus** – Recommended anti-virus program
- ✓ **Google Chrome Web Browser** – alternative browser to Internet Explorer
- ✓ **Mozilla Firefox Web Browser** – alternative browser to Internet Explorer
- ✓ **Teamviewer** – provides ability to remotely access PC for support

Data Backup

- ✓ **Data Backup** – Ensure data is being backed up to external source (External Drive or Carbonite.com)

Inspections/System Checks

- ✓ **Visual Inspection** – Inspect for damage
- ✓ **Inspect Fans** – Bad fans may cause excessive heat issues
- ✓ **Inspect Power Supply** – Power supply may be unstable to computer
- ✓ **Inspect Wiring** – Make sure all wires are properly connected
- ✓ **Check Audio and Video** – Make sure these are working properly
- ✓ **Check Network Adapters** – Ensure all connectors working properly

System Tests Performed

- ✓ **Test Memory** – Ensure all memory chips are working
- ✓ **Test CD/DVD Drives** – Test optical drives to ensure working properly
- ✓ **Test Custom Hardware** – Verify the custom hardware is working properly
- ✓ **Test Storage Disk Health** – Run diagnostics to ensure data drives working properly

Customer Signature:

Serviced By:
Justin Brown