

## Dragonix Computers Service Breakdown Sheet

**Diagnostic** - \$35 for one hour of time and prognosis determination.

**Diagnostic Terms & Conditions** - A Dragonix Computers Tech will arrive at the appointed time and determine what the health of your PC is. If the tech can take care of the issue immediately he/she will do so in a timely fashion. If the tech cannot take care of the issue, the tech will reschedule another appointment and take care of the determined issue. If a tech is at a residence or an office for 1 - 60 minutes the \$35 dollar charge will stay the same. After the first minute of the second hour, I will charge \$25 for the second hour and every hour, on the hour, after that. If I re-schedule and you are not under a warranty service or protection plan, my labor will fall under the labor terms and conditions. If I have worked on your PC in the last 30 days, and the PC has a problem due to a tech error, then an on site tech will return for absolutely free and fix the problem.

**Laptop/Desktop Surgery** - \$65 Dollars for any internal repair.

**Terms & Conditions** - If a tech has to open a unit up or take a unit back to the office, (i.e. Laptop or Desktop) the said tech will verbally let you know of the risks before hand. If you agree, the tech will then go off of the \$65.00 Dollar basis and take the PC or open on site. Whether the unit is a laptop or desktop, the tech will charge this flat rate for up to 2 hours of time spent opening, diagnosing and repairing the unit. If a tech has to spend more than 2 hours the charge for diagnosing and repairing a unit is \$25 per hour after the second hour.

\*If you have purchased a PC from Dragonix Computers, the terms & Conditions are the same as the **1 year protection plan**, but you are covered for **3 years**.\*

\*If I have worked on your PC in the last 30 days then please read the "**Labor Terms & Conditions**)\*

\* If you have purchased an All House/Office subscription plan please read the **terms and conditions** below.\*

### **Protection Plans & Warranty Service Terms & Conditions**

After we have signed a contract under either the "1 year protection plan", or the "All House Protection Plan", I will then schedule an appointment at your residence or office. All of the services listed above these terms and conditions will also be free to you. Provided we are still under the terms of the Protection Plans. Under the Protection Plan, for productivity, I cannot schedule more than 12 times per month.

### **Hourly rates**

- **Diagnosis** - \$35 for Diagnosis and 1 hour of time
- **Labor** - \$25 per hour after the first hour and every hour after that. Unless a Diagnosis has not been established. Then refer to the "Diagnosis" rate.
- **Hardware Repair** - \$25 per hour after the second hour.

**\*Disclaimer:** If myself or another tech cannot solve the issue directly after the first diagnosis has been issued, Dragonix Computers will not charge you for the visit, no matter how many hours a tech has spent at your office or residence. Even after opening and attempting to fix a unit and the tech has not solved your problem, then the \$65.00 Dollar fee will be waived on top of any time we may have spent at your office or residence.\*

**If you are under warranty, or the 1 year protection plans, then do not refer to this disclaimer notice.**

Recipient \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Handler \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_