



**MACNURSE**  
**802.472.1727**  
 www.vtmacnurse.com  
 STOWE, VT + HARDWICK, VT

ON - LOCATION  
 COMPUTER EQUIPMENT  
 RELEASE AND REPAIR  
**INTAKE FORM**

***For Mac Nurse use only...***

Model: \_\_\_\_\_

Serial#: \_\_\_\_\_

OS: \_\_\_\_\_ Memory: \_\_\_\_\_ GB

Storage: \_\_\_\_\_ GB HDD/SSD w/ \_\_\_\_\_ GB Free

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

Phone #s: \_\_\_\_\_

Address: \_\_\_\_\_

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

\*Password for your computer (CaSe sEnSitiVe): \_\_\_\_\_

\*Apple® ID: \_\_\_\_\_ Password (CaSe sEnSitiVe): \_\_\_\_\_

*(Apple ID, iCloud, + iTunes ID are the same. If you are unable to fill in this section, we can work on this together when we meet).*

**Do you have a current and up-to-date backup of your computer?**

Yes\*\*\*     No     I'm not quite certain, let's consult when we meet about backing up my computer

*\*\*\* If you answered "Yes", please have your Backup Drive available and with you at your home or business so Mac Nurse can confirm that your backup is current and working.*

**Please explain your computer concerns here:**

## COMPUTER REPAIR + SERVICE AGREEMENT

Mac Nurse offers at-home and at-your-workplace Consultation, Tech-Support, Service, and Repairs. This service costs \$60/half-hour + travel charges (Zones A, B, C, D, E, or F) + any parts sold and installed. There is a 2-hour minimum for locations in zones B-F. There is a 1-hour minimum for zone A. Most repairs can be performed on-location. For repairs that are determined not repairable on-location, Mac Nurse can either take the device(s) back to the Mac Nurse office for professional repair and installation, or the customer may schedule a future date and time to drop-off their device(s). In situations where it is determined that a device is not repairable on-location, it is understood that compensation to Mac Nurse, based on the fee structure aforementioned, will still be applicable. Further repairs, installations, support and consultation that takes place at the Mac Nurse office will either be added to your existing Invoice, or a separate Invoice will be generated.

Mac Nurse will need your computer's Master/Admin/User account password(s) in order to perform repairs. **The majority of repairs on most systems will also require Mac Nurse to have your Apple® ID and Apple ID Password.** If you do not know this information in advance, Mac Nurse can assist you in acquiring this information during our consulting time together.

If you are able to, please close all Applications and save and close all open documents prior to Mac Nurse's arrival to your home or business. When Mac Nurse begins to evaluate, diagnose, and service your device(s), all Applications, tabs, and documents left open will be closed. Additionally, your computer's Trash will be emptied.

Upgrades to your Apple® Computer's Operating System (OS), a clean installation of an OS on your computer, or installation of a new Hard Drive may result in erasure or non-transference of a customer's history of saved and stored login passwords contained within browsers and/or keychain managers. Mac Nurse cannot guarantee successful migration of any/all previously saved login credentials, and it is ultimately each customer's responsibility to maintain an accurate record of all of their important usernames and passwords in a manner deemed redundant of any credentials stored within the confines of a computer's OS. **Upgrades may also affect a computer's 3rd party software functionality and may result compatibility issues including but not limited to: Adobe Creative Suite, Microsoft Office Suite, QuickBooks, Quicken, Filemaker Pro, games, and printer/scanner drivers. Microsoft Office will almost always require re-authorization with your original MS Office login information after major work is performed.** Mac Nurse does not guarantee any 3rd party software on your computer to be compatible with any current, future, or previous OS. Ideally, in the circumstance where your device does necessitate being dropped off for service, you will also drop off peripherals such as printers, scanners, subscription or login information, and/or Microsoft login credentials.

All services performed by Mac Nurse shall be guaranteed and warranted for 1 year. Mac Nurse is not a participating Apple® Authorized service agent. Parts and repairs rendered by Mac Nurse may void manufacturers' warranties for your computer system, including AppleCare® Extended Warranty(s).

All outstanding balances due shall be remitted to Mac Nurse upon the completion of the work performed. Cancelling or rescheduling within 24-hours of a scheduled meeting, or failure to be present at your location at a scheduled meeting date and time will result in a \$30 cancellation charge (+ any applicable travel charges). Repairs left with Mac Nurse at the Mac Nurse office must be picked up within 30 days of either initial equipment drop-off or 30 days of final work completion. Should the customer opt to not pick up his/her computer(s), device(s) and/or accessories, the customer's equipment may be repossessed, disposed of, or resold by Mac Nurse after these 30 days have passed. Mac Nurse is proud to offer one of the most affordable hourly rates and the fastest turnaround times for professional Apple® support available in the state of Vermont. Honoring this agreement will help keep this valuable resource available for all who desire local, affordable, reliable, and professional Apple® support and service. Signing below signifies that you have fully read, understand, and agree with these outlined terms:

Customer's *Signature* \_\_\_\_\_

Date: \_\_\_\_\_