



PC CHECK-IN SHEET

Please take a few moments to complete this worksheet so that we can provide you with the best service possible. If you have ANY questions, please do not hesitate to ask our staff. If they are not able to provide you with a complete answer, they will have a senior technician call you as soon as possible.

Name: _____ Drop-off Date: _____
(If you are a new customer, please fill out a new customer form)

The computer is used for: (check all that apply)

- | | | |
|---|---|--|
| <input type="checkbox"/> Email | <input type="checkbox"/> Internet | <input type="checkbox"/> Advanced PC Gaming |
| <input type="checkbox"/> Basic PC Gaming | <input type="checkbox"/> Word Processing | <input type="checkbox"/> Basic Digital Imaging |
| <input type="checkbox"/> Advanced Digital Imaging | <input type="checkbox"/> Basic Video Editing | <input type="checkbox"/> Advanced Video Editing |
| <input type="checkbox"/> Small Business | <input type="checkbox"/> Watching DVDs | <input type="checkbox"/> Remote Access from another PC |
| <input type="checkbox"/> School Work | <input type="checkbox"/> Downloading Some Music | <input type="checkbox"/> Downloading lots of Music |
| <input type="checkbox"/> Downloading Movies | | |

When your computer *IS* working, how would you rate its performance?

1 2 3 4 5 6 7 8 9 10 (best)

The problem you are experiencing:

- | | | |
|--|---|---|
| <input type="checkbox"/> My computer is very slow | <input type="checkbox"/> My computer won't boot | <input type="checkbox"/> My computer won't shut down |
| <input type="checkbox"/> My computer won't go online | <input type="checkbox"/> I get lots of pop-ups | <input type="checkbox"/> I need an upgrade
<i>(Please explain below)</i> |

Is there anything else you want us to look at or know? _____

If we are going to tune-up your computer, we will have to do so for each additional user account.

How many Windows user accounts do you have? _____

Are there any user accounts that can be deleted? YES / NO Which Accounts: _____

Do we need to save the users files? YES / NO

We pride ourselves in having the fastest turn-around-times in the industry. To help us get your computer back to you right away please answer the following questions.

Which timeline best describes the turn-around-time you need?

- Standard Service: 3-7 business days
- Priority Service: 2-3 business days (+\$25)
- RUSH Service: 12-24 hours (+\$50)

Valley ComputerWorks, Inc.
84 Russell Street, Route 9 · Hadley, Massachusetts 01035
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www.valleycomputerworks.com

Computer Sales, Service & Support, Networking & Wireless, Training, Hardware & Hardware, Internet Services, Web Site Design, Hosting & Marketing, On-Site Service & More...



We do not want your bill to be a surprise nor do we want to delay your turn-around-time with unnecessary phone calls. By pre-authorizing a dollar amount for your service we can work more efficiently and get your computer back to you even quicker.

I authorize Valley ComputerWorks, Inc. to complete \$ _____ worth of work without any further authorization. If the total is going to exceed this amount Valley ComputerWorks will contact me prior to performing the work and discuss my options.

Or

Diagnostics/Evaluation Only (\$25)

Great Added Values

The following items and packages can all be purchased separately but are discounted when included as part of another service at Valley ComputerWorks. If you have any questions, a member of our staff will be more than happy to explain.

Computers that are not cleaned at least every 6 months can become very dirty. The dust that builds up inside the computer can actually cause it to overheat and break.

Would you like to have your computer professionally cleaned? (+\$15) YES / NO

Would you like a can of Blow-Off Compressed Air to help keep your computer clean? (+\$10) YES / NO

Backing up your files is so important. If you do not regularly backup your files this is a great opportunity to have that done and put your mind at ease.

Would you like us to perform a backup of your files? (+\$20) YES / NO

If you have not de-fragmented your hard drive recently your computer may be running much slower than it needs to be. A hard drive de-fragmentation organizes the information on your computer so that it can be found much faster when you need it.

Would you like to have you hard drive de-fragmented? (+\$10) YES / NO

Whether you use Word Perfect or Microsoft Word, QuickBooks or Quicken, Outlook or Eudora, we can help you install all of your software and configure it just the way you like it.

Would you like any software installed? (\$20/install) YES / NO

Evaluation. Would you like to have a senior technician evaluate the specifications of your computer versus what you are using it for? We can make recommendations about easy upgrades that would greatly increase your computers performance or let you know if we think you might be better off looking at a new computer. (+\$15)

YES / NO

Final Comments, Questions, Concerns?

We Thank You for your confidence in Valley ComputerWorks and truly appreciate your valued business.

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