



**301 E UNIVERSITY, ODESSA TX 79761
432-335-0770**

**In-Store Services and Service Calls
Effective 01-01-2018**

\$45.00 Remove Windows passwords, test & replace power supplies, install PCI cards & other peripherals (no additional service within the Windows operating system)

\$50.00 Desktop & Laptop Computer Diagnostics - 50% of diagnostic fee is discounted if computer is repaired

\$65.00 Operating System Cleanup (running slow NOT due to malicious infection) - including driver installations

\$65.00 "Rush" Expedited Service - Typical turnaround time for expedited service ranges from two to five business days once work begins, and this fee is in addition to any other shop fees incurred for required services. There is no guaranteed turnaround time. Standard shop fees apply.

\$90.00 Fresh install Windows operating system (or manufacturer's Factory Image Restore) with NO data backup - includes installation of all Windows updates (including service packs, browser, media player, .NET frameworks, etc.), all Java updates, Adobe Flash & Reader, and antivirus software (if provided). *This process provides a speedier turn-around time (usually three to seven business days).*

\$95.00 Repairing or replacing motherboard on a laptop computer - plus the cost of the hardware.

\$125.00 Fresh install Windows operating system (or manufacturer's Factory Image Restore) WITH customer's data backed up (music,

movies, financial databases, Excel files, Word documents, PowerPoint presentations, email databases, etc.) Applications, programs, peripherals (printers, scanners, digital cameras, etc.) CANNOT be backed up & must be re-installed after the customer receives back his / her computer. Also includes installation of all Windows updates (including service packs, browser, media player, .NET frameworks, etc.), all Java updates, Adobe Flash & Reader, *once on the bench, this process takes two to four days depending upon how much backup is required & how badly infected the data.*

\$120.00 "Mission Critical" Expedited Service - Guarantees that your computer will be looked at the day it is dropped off for repair. Turn-around time, as with our other services, is contingent upon labor & hardware (if applicable) to bring your computer back to health. This service is primarily focused toward our business customers with time-sensitive information stored on the sick computer. Standard shop fees still apply. As with "Rush" service, there is never a guaranteed turnaround time.

\$145.00 Replace the DC Jack on a laptop (AC adaptor connection).

\$165.00 Approximate cost to replace broken LCD / LED on laptop. Price could change according to the cost of the hardware.

\$195.00 The Windows operating system is manually scanned, cleaned, repaired, & recovered. Given the severity of corruptions within the Windows operating environment due to today's malicious infections (most especially "scareware" / "crimeware") and the time required by the tech, this is the most costly (and least recommended) option for non-business users who do not have a concern reinstalling programs, applications, & peripherals. *Once on the bench, this process takes four to seven business days for repair.*

On-Site Service Calls	
<u>\$85.00</u>	In-Home with one-hour minimum
<u>\$115.00</u>	In-Business with one hour minimum
<u>\$95.00</u>	Not-For-Profit with one hour minimum
Travel Surcharge	
<u>25 - 35 miles with a two-hour minimum (Midland / Andrews / Crane)</u>	
<u>36+ miles with a three-hour minimum and \$0.75 per mile</u>	