

EPA Techs Price List for Tech Support

Services Provided	Description	Price
Diagnostic Fee / Minimum Charge	Fee for fast, in-house diagnosis and check out of miscellaneous equipment.	\$20.00
Virus & Spyware Removal	Remove all viruses, spyware, malware and rootkits on the computer	\$100.00
Security and Performance	Enable basic security functions, including anti-phishing and pop-up blocking activation in Web Browser. Install antivirus and anti-spyware software with current definitions and application updates	\$70.00
Wireless Networking	Set up, configure and secure your router; safeguarding your personal information and securing your broadband signal from use by others	\$70.00
Computer Tune-Up	Perform system updates and improve PC speed and performance, including: startup and shutdown optimization, Windows updating, menu navigation improvement, quick launch and taskbar cleanup and program shortcut creation	\$40.00
Computer Set-up	Physically set up one PC or Mac computer system, including the computer plus monitor, keyboard, mouse and speakers, Organize wires and cables	\$50.00
Business Center or TAP Set-Up	Please set-up an appointment with our senior support technician, Bill Eitner, for a technology consultation. Set-Up price will be determined on the number of computers and printers that you would like to fully functional.	Consultation Required
Email	Connect one existing and active email account to a computer or mobile phone. <u>Must have all necessary passwords available</u>	\$20.00 Phones must be brought in for service.
Printer Help	Setup and configuration of your new printer - covers both local and network printers. Resolution of your printer issue to get it printing properly again.	\$40.00
Backup	Transfer data from your computer to a storage device or medium, such as network-attached storage, an internal or external hard drive or another computer	\$80.00
Software Install	Determine computer compatibility for, install/repair and configure 1 software title. <u>Software NOT included</u>	\$60.00
Hardware Install	Install an internal or external PC component, such as a graphics card, hard drive, optical drive, MP3 player, printer or scanner	\$80.00
Technology Consultation	Review your current devices, Recommend integration options, upgrades and purchases. Apply the cost of the consultation to a discount on resulting service and product purchases	\$60.00
On Site-Training	Review of functionality like manipulating windows, connecting devices and common keyboard shortcuts. Overview of any suite software included with the OS	Consultation Required

Policies

1. \$50.00 deposit is required when dropping off an item.
2. Deposit is due when service is requested.
3. Service is done on a first-come, first-served basis.
4. Computers for Everyone will attempt to diagnose and solve problems for an applicable fee. In certain cases, however, this may not be possible because of problems with your computer or its configuration that are beyond our control. Should this happen we will return your item in as-is condition free of charge.
5. All work performed is guaranteed for 90 days from leaving the shop. Should the repair fail within the 90 day period you will receive free service for the **original problem only.**
6. Customer agrees to provide Computers for Everyone with access to all documents and files necessary to perform the necessary repairs.
7. Items left for repair must be picked up **30** days after customer is notified that repairs are complete. After 30 days the items become a donation to Computers For Everyone.
8. Customer acknowledges and agrees that Computers for Everyone shall not be responsible under any circumstance for any loss or corruption of data and/or software.
9. Customers understand that we must report to the proper authorities any illegal software or data found on your computer