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Bossier City, LA 71111
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(318) 562-3090

PAID



Jacob Nelson
16044 highway 157
Benton, Louisiana 71006
231-740-4867 231-740-4867

Invoice # 15381
Invoice Date Remove Div 12-27-23
Balance Due \$0.00

Item	Description	Unit Cost	Quantity	Line Total
Computer Diagnostic	Computer Diagnostic	\$49.99	1.0	\$49.99
	Diagnosing 1 device to determine Faults and to recommend repair solutions			
	*Non Refundable			
Software Repair Add-on	Software Repair Add-on	\$70.00	1.0	\$70.00
	Software service repair After Diagnostic			
	Services included: Spyware & Virus Removal Windows & Mac Hardware Replacement (excludes cost of hardware) Computer Tune-up Computer Upgrades Data Backup (Covers cost of 1 device) Dust Cleaning			
(none)	Silicon Power Zenith Gaming DDR5 5600MHz (PC5-44800) 32GB(16GBx2)	\$110.00	1.0	\$110.00

Subtotal \$229.99
Tax \$21.73
Invoice Total \$251.72
Payments -\$251.72
Credits \$0.00
Balance Due \$0.00

Disclaimer

LEGAL AGREEMENT: (Customer agrees to the following)

Dear Valued Customer,

Our technicians fix computers, cellular phones, tablets, and gaming consoles every day and as such, we are very aware of the realities of computer, cellular phone, tablet, and gaming console repair. B.I.T.S. PC Repair, L.L.C. fixes computers, cellular phones, tablets, and gaming consoles for both business users and home users and this short document is made to inform you, as a Home User, of the realities of computer, cellular phone, tablet, and gaming console repair so that our technicians can provide you with the best possible service. Please read these few pages carefully and don't hesitate to ask your technician if you are unsure about anything.

Home User

A Home User is a person who uses their computer, cellular phone, tablet, or gaming console at home for personal use. This means that you do not have any work or business related files on your computer, cellular phone, tablet, or gaming console. If you do have one or two work or business related files on your computer, cellular phone, tablet, or gaming console, we may still be happy to fix it for you, but you acknowledge that we do not take any responsibility for any consequential loss which may arise out of damage or destruction of those files which may occur, despite our best efforts.

Computers, Cellular Phones, Tablets, & Gaming Consoles

Computers, cellular phones, tablets, and gaming consoles are complicated machines and as with anything complicated, things can always go wrong. No matter how much care our technicians take when they are fixing your computer, cellular phone, tablet, or gaming console, there is always a chance that something unexpected can happen resulting in the loss of information (data) or damage to hardware. This is especially true if your computer, cellular phone, tablet, or gaming console is in a precarious state to begin with.

As such our technicians follow a routine to ensure as far as possible that:

You do not lose any valuable data, and that you are aware of the choices available to you if there is a chance you will lose the data contained on your computer, cellular phone, tablet, and gaming console.

Essentially, there are two types of problems with computers, cellular phones, tablets, and gaming consoles:

**Those that originate as a result of faulty hardware; and
Those that originate as a result of a software problem.**

Hardware:

Problems originating from faults within the physical structure of a computer, cellular phone, tablet, or gaming console are usually more serious than those created by software errors. If something has gone wrong with your computer, cellular phone, tablet, or gaming console's hardware, then the defective part will most likely need to be replaced. If the defective part (such as a hard drive, CD, Floppy Disk or flash memory) contains data, then there is a high probability that this data has been lost and cannot be recovered. In certain cases, where it may be possible to resurrect your data, and you would like us to try and save it, we may need to take your computer, cellular phone, and tablet back to our base in order to try and retrieve it. Please remember that because hardware faults (especially hard drive faults) are potentially the most dangerous to your data, our technicians make no guarantee that they will be able to recover your lost data.

Software

If your problem has arisen as a result of software errors, our technicians always recommend that you perform a backup of all your important data before any fix is attempted. As with hardware, in some cases it is possible that data has been corrupted to the extent that it has been lost. Software errors are usually only a concern for our technicians if important system data such as files that the operating system uses in order to operate has been affected. To use the analogy of a boat, if the hull is seriously damaged then it may need to be rebuilt, or if there is only a small leak then it can be repaired. Some cases require a fresh start (an event called a "format") in order for us to leave you with a stable and working computer, cellular phone, tablet, or gaming console.

If a format is required for a computer, cellular phone, tablet, or gaming console, then our technicians will need you to supply them with the installation disks for your operating system (Microsoft Windows Vista, Windows 7, Windows 10, Windows 11 etc.) along with its product key. In addition, if there is any other software or devices that you would like our technicians to install in the event of a format, then you will need to provide us with the appropriate installation and product registration keys. B.I.T.S. PC Repair, L.L.C. can only use original purchased software and / or registration keys.

Abandoned Computer/Cellular Phone/Tablet/Gaming Console Policy

- a) All repairs/purchases must be paid in full before items leave our shop.
- b) All computers/cellular phones/tablets/gaming consoles must be picked up within 30 days of the invoice date.
- c) Should item(s) remain over 30 days from the initial invoice date or an open work order inquiry be ignored by a Client for the same period of time, less arrangement with the owner, item(s) will be considered abandoned & will become property of B.I.T.S. PC Repair, L.L.C.
- d) Any acquired item will be sold for as much as market value allows, ensuring recovery of lost time/money.
- e) Should the remaining account balance maintain unpaid status after 30 days from the secondary invoice date, it will be turned over to collections & appropriate civil action will be taken.

Lifetime Warranty

Any Apple branded cell phone or tablet (iPhone or iPad) that is having the screen (LCD/OLED and/or Digitizer Screen Assembly) replaced is covered by a Lifetime Warranty against manufacturer defects. The manufacturer defects that are covered by this warranty include lcd image burn-in or colored spots, ghost touching of the touch screen (digitizer), screen separation or lift, and dead/unresponsive spots in touch screen (digitizer).

Exclusions to this warranty include physical damage to the replacement screen (LCD/OLED and/or Digitizer Assembly), water damage to the cell phone or tablet, removal of warranty stickers (stamping), and cell phones or tablets that have been opened up or tampered after service with B.I.T.S. PC Repair.

Apple iPhone Screen Replacements

Unless requested by the customer, all Apple iPhone or iPad lcd screen assemblies replaced by B.I.T.S. PC Repair are aftermarket LCD/Digitizer Grade A screen assemblies. There are slight coloration differences between an OEM (Apple) LCD/OLD and an aftermarket lcd screen assembly.

Remote Software

B.I.T.S. PC Repair may install software on your computer that allows you to obtain additional technologies services and support.

Diagnostic Fee

B.I.T.S. PC Repair provides flat rate prices for any computer, cellular phone, tablet, or gaming console repair. \$50.00 of the flat rate pricing is included in our flat rate pricing that covers labor for a professional diagnostic by one of our technicians. This diagnostic service includes physical

inspection, physical tear down, troubleshooting, and an estimate of the cost to repair a client's computer, cellular phone, tablet, or gaming console. This fee is **non-refundable** once our technicians have completed any of the procedures/services listed above. However, this diagnostic fee \$50.00 is applied towards a client's repair if the client decides to continue with the repair of their computer, cellular phone, tablet, or gaming console.

Declaration

- a) I understand the information provided above and I am aware of the potential loss of data or damage to hardware or software that may occur as a result of my computer, cellular phone, tablet, or gaming console being repaired.
- b) I acknowledge and agree that B.I.T.S. PC Repair, L.L.C. rely on information I have provided them in repairing my computer, cellular phone, tablet, or gaming console. I acknowledge that B.I.T.S. PC Repair, L.L.C. will accept no liability for any loss or damage to my computer, cellular phone, tablet, or gaming console (including hardware or software) which arises out of incorrect or incomplete information provided by me.
- c) I acknowledge and agree that any services rendered by B.I.T.S. PC Repair, L.L.C. is non-refundable.
- d) I acknowledge and agree that B.I.T.S. PC Repair, L.L.C. will perform the computer, cellular phone, tablet, or gaming console repair services with due care and skill, but further acknowledge that the liability of B.I.T.S. PC Repair, L.L.C. for any loss or damage to my computer, cellular phone, tablet, or gaming console (including hardware and software), however caused, is limited to supplying the service again.

Signed: _____

Date: _____



Invoice Ticket

Ticket Date Tue 12-26-23 09:36 PM
Ticket # 19512
Subject **Appointment Booking at Wed 12-27-23 04:00 PM**

Ticket Issue

Initial Issue Tue 12-26-23 09:36 PM Check-in	Appointment Booking at Wed 12-27-23 04:00 PM
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Ticket Comments

Date	Comment
Initial Issue Tue 12-26-23 09:36 PM Check-in	Appointment Booking at Wed 12-27-23 04:00 PM