



TC TECH

SUPPORT & SOLUTIONS, LLC

Equipment Authorization Form

Ticket # _____

Customer Information

Client Name:	Client Address:
Phone Number:	Email:

Equipment Information

Make / Model:	Serial Number (S/N):
Username:	Password:

Data Backup

<input type="checkbox"/> I have backed up my data	<input type="checkbox"/> I have <u>not</u> backed up my data
<input type="checkbox"/> I would like TC Tech Support & Solutions, LLC to backup my data for an additional fee	

Equipment Issue / Service

<input type="checkbox"/> Blue Screens / Crashes / Freezes	<input type="checkbox"/> Virus / Malware / Pop-Ups	<input type="checkbox"/> No Picture
<input type="checkbox"/> Can't Access Internet	<input type="checkbox"/> Application Specific Issue	<input type="checkbox"/> Peripheral Issue
<input type="checkbox"/> Optimization (Bloatware Removal)	Please Describe The Issue Below	<input type="checkbox"/> Upgrade (OS, RAM, Hard Drive)

Equipment Turned In

<input type="checkbox"/> Device	<input type="checkbox"/> Charger	<input type="checkbox"/> Bag / Case	<input type="checkbox"/> Mouse / Keyboard	<input type="checkbox"/> Other:
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Agreement

I hereby, or have been given power of attorney to authorize TC Tech Support & Solutions, LLC to make required diagnostic, repairs, upgrades, or replacements; Or to recover, reset, destroy any data, system, or login credentials on equipment owned by me or by the grantor specified in the customers equipment information and required service section. I understand and agree to pay the diagnostic fees at regardless of the outcome. If further work is authorized, I agree to pay the hourly rate, fees, and/or taxes specified in the invoice/estimate. All payments are due immediately upon return of the equipment or before leaving the equipment location, in check, cash, or credit card payments. I understand that TC Tech Support & Solutions, LLC is not an authorized service dealer and work done by TC Tech Support & Solutions, LLC may void any existing warranties. I understand that TC Tech Support & Solutions, LLC is not in any way, shape, or form responsible for any data loss to the device or computer. I understand that if the computer or device was not working properly at the time of the release, you release TC Tech Support & Solutions, LLC from any liability as a result of further damages in the event of any computer related failure due to hardware wear and tear, application conflicts, faulty applications, virus/malware infections, incompatible third party devices, or system/OS related bugs. During the servicing, TC Tech Support & Solutions, LLC may need certain media to continue the repair process. If you do not have the media for the installations on your computer, TC Tech Support & Solutions, LLC is not required to make available those applications that require physical media, serial numbers, or product keys free of charge and not having the media may slow or halt the servicing of the computer or device until the correct media or registration information is obtained. If data backup service is requested, data will be stored for a maximum of 14 days after the repair has been finished. All personal data will be irrevocably destroyed after 14 days to protect your privacy. You agree that any hardware you leave behind may be sold to cover any outstanding payments not received within 30 days of the date of invoicing.

By signing below I certify that I have read and agree to the terms stated above

Customer Signature

Date