



PRECISION PC

Service Agreement & Work Order

Owned and operated by Benjamin Wheeler | Greenfield, MA | (413) 239-4183 | precisionpcma@gmail.com

WORK ORDER #

DATE

CUSTOMER

Customer fills out

FULL NAME

PHONE

EMAIL

PREFERRED CONTACT METHOD

☐ Email ☐ Phone call ☐ Text message

DEVICE

Customer fills out

MAKE / MODEL

SERIAL NUMBER / ID

ITEMS TAKEN WITH DEVICE (CHARGER, CASE, ETC.)

LOGIN ACCESS NEEDED TO TEST?

☐ Yes ☐ No (provided in person, never stored)

DATA BACKED UP BEFORE SERVICE?

☐ Yes ☐ No ☐ Not possible

DEVICE HISTORY

Customer fills out

OPENED, REPAIRED, OR MODIFIED BY ANYONE ELSE?

☐ No ☐ Yes ☐ Not sure

IF YES: WHAT WAS DONE, AND BY WHOM?

UNDER MANUFACTURER WARRANTY?

☐ Yes ☐ No ☐ Not sure

REPORTED PROBLEM

Customer fills out

DESCRIBE WHAT IS WRONG

CONDITION WHEN RECEIVED

Precision PC fills out with the customer

DEVICE POWERS ON?

☐ Yes ☐ No ☐ Unable to test

VISIBLE DAMAGE (CHECK ANY THAT APPLY)

☐ Cracked screen ☐ Dented / cracked case ☐ Missing or stripped screws
☐ Broken hinge / ports ☐ Liquid damage ☐ None noted

OTHER DAMAGE / NOTES

AUTHORIZED WORK & ESTIMATE (diagnosis is free)

Precision PC fills out, customer initials

APPROVED WORK

ESTIMATED LABOR \$

ESTIMATED PARTS \$

PARTS PAID UPFRONT \$

SERVICE CALL PAID \$

TOTAL ESTIMATE \$

INITIALS

APPROVAL NEEDED IF COST EXCEEDS THIS ESTIMATE BY MORE THAN \$

ACKNOWLEDGMENT

Signed before the device goes to the bench

I have read and agree to the Terms & Conditions on the back of this form, including data backup (Section 2), risks of repair work (Section 3), the limitation of liability (Section 4), and payment and parts (Section 6). I confirm I own this device or have authority to approve service, and that my answers about the device are accurate to the best of my knowledge.

CUSTOMER SIGNATURE

PRINTED NAME

DATE

PRECISION PC (BENJAMIN WHEELER)

DATE

STAFF NOTES

RETURN ACKNOWLEDGMENT

Signed at return

I received my device back, was told what work was performed, and approve the payment below. Paid by:

☐ Cash ☐ Card ☐ Bank transfer

CUSTOMER SIGNATURE

DATE RETURNED

AMOUNT PAID \$

INITIALS



1. Authorization, Estimate & Communication

Diagnosis is free; a service call applies to each visit (Section 6). No repair work beyond diagnosis begins until the customer approves an estimate in writing, by email, or by text. If the cost would exceed the approved estimate by more than the amount written on the front of this form, Precision PC will ask for approval before continuing. Precision PC will communicate promptly and in good faith throughout the process, and will contact the customer right away if anything unexpected is found, before any additional work or cost. The customer confirms they own the device or have the authority to approve service. For a quick fix during a service call, the customer's written YES to the booking text, which links these terms, is their agreement to them.

2. Data Backup & Privacy

The customer is responsible for backing up all data before service. Precision PC is not responsible for the loss or corruption of data, software, or settings, including from failing drives, malware cleanup, operating system repairs, or the repair work itself, except for gross negligence or willful misconduct (Section 4). The device and its files are accessed only to complete the requested work and are not copied, shared, or retained, except where the service requires it (such as a data transfer); temporary copies are deleted afterward.

3. Risks of Repair Work

Electronics, especially older devices and laptops, can fail during disassembly, cleaning, replacement of thermal paste, pads, putty, phase-change material or liquid metal, BIOS updates, or testing. Components may already be worn, fragile, or damaged in ways that cannot be seen beforehand. Precision PC will work with reasonable care, but cannot guarantee that a device with an existing fault, age-related wear, or hidden damage will survive service or be repairable. Precision PC is not responsible for pre-existing damage or conditions, including brittle plastics, worn ribbon cables, stripped or seized screws, failing components, liquid damage, or earlier repairs by others. Opening or servicing a device may void the manufacturer's warranty, and the customer accepts that risk. The same applies to performance tuning such as overclocking or undervolting, which is stability-tested before return, but results vary by hardware and no specific performance gain is guaranteed. Precision PC is not responsible for faults caused by earlier modification or repair, and the customer confirms the answers about prior service on the front of this form are accurate to the best of their knowledge.

4. Limitation of Liability

To the extent permitted by Massachusetts law, Precision PC's total liability for any claim related to the services is limited to the amount the customer paid for the service in question. Precision PC is not liable for indirect or consequential losses, such as lost data, lost income, downtime, or the cost of replacing the device. Nothing in this agreement excuses gross negligence or willful misconduct, or limits any right that cannot be waived under law.

5. Workmanship

Completed repairs are covered for 30 days from the date the device is returned. Coverage applies only to the specific repair performed. It does not cover unrelated faults, new physical or liquid damage, new malware infections, or parts that carry a manufacturer's warranty (those follow the manufacturer's terms).

6. Payment & Parts

Precision PC accepts cash, card (tapped in person), or bank transfer (ACH) through a secure Stripe invoice. Bank transfers count as received once they clear, which can take up to four business days. The service call is paid at the visit, and repairs are paid when the device is returned. No fix, no repair fee: there is no repair charge if the reported problem is not resolved; the service call still applies. For custom builds, the customer may buy the parts directly, or Precision PC may order them at cost, with receipts, plus a \$25 handling fee. Parts and the handling fee are paid by cash or bank transfer before anything is ordered, and if a price rises before ordering, Precision PC will ask first. Parts needed for a repair may also need to be paid for, by cash or bank transfer, before ordering. When Precision PC orders the parts, build labor and add-ons are paid upfront with them and refunded if the build is cancelled before work begins; otherwise they are due on delivery. Build sheet prices are estimates on the day quoted. Once Precision PC orders parts, their cost and the handling fee are not refundable. If a build is cancelled, the customer takes the parts; on request, Precision PC will try to return them and pass along whatever the retailer refunds, minus restocking fees and return shipping. Damaged or defective parts are handled through the retailer or manufacturer, with Precision PC's help. Devices and builds are released once the amount due is paid in full; a partial payment does not release them. Each visit has one service-call fee, set by town and confirmed at booking. It is separate from, and not credited toward, any repair. It covers the trip out and, for bench work, the return, whether or not the repair goes ahead. Trips to finish the job or for 30-day coverage are included. Greenfield visits have no service call. A new problem, an extra trip the customer asks for, or a missed appointment means the next visit is a new service call.

Payment questions and disputes. By paying, the customer confirms they are authorized to use the payment method and approves the charge for the work and parts described on this form. If there is a question about a charge, please contact Precision PC first so it can be fixed quickly. If a charge is disputed, Precision PC may provide the relevant signed forms, estimates and receipts to its payment processor or the customer's bank. Nothing here limits the customer's right to dispute a charge with their bank or card issuer.

7. Return & Abandoned Devices

Precision PC takes and returns devices at the customer's address or an agreed public spot. If the customer declines the repair, the device is returned as received, at no extra charge. Devices not accepted back within 90 days after written notice that they are ready are considered abandoned and may be recycled or sold to recover costs, after the drive is wiped. Reasonable attempts to reach the customer will be made first. Only the customer named on the front, or a person the customer authorizes in writing, may receive the device.

8. Lifetime Build Support

Custom builds include free troubleshooting and diagnosis, help with manufacturer warranty claims (RMAs), one dust-out per year, and driver and BIOS updates for as long as the original customer owns the PC. Replacement parts are not included unless covered by the manufacturer's warranty, and visits use the service call for the customer's town (builds delivered before October 12, 2026 keep free visits within Greenfield). This support is a service commitment, not a warranty on the parts.

9. General

This agreement is between the customer and Benjamin Wheeler, doing business as Precision PC, Greenfield, Massachusetts. It is the full agreement between the parties and is governed by Massachusetts law. If any part is found unenforceable, the rest remains in effect.