

## About Wizardtech

Responsive service with a personal touch from our friendly staff. That statement alone describes Wizardtech in a nutshell. Our technical staff each have over 15 years of experience in the field of computer repair. Take comfort in knowing that your computer is being repaired by honest, no nonsense technicians who are customer oriented, have a passion for technology and are personally dedicated to providing you with professional, quality service.

Here are some other perks of doing business with Wizardtech:

- Flat rates
- Competitive pricing
- Local service
- Onsite service

Wizardtech's goal is to develop long term relationships with local residents and businesses. With these perks in our arsenal combined with our knowledgeable, friendly staff we feel that we can achieve that goal.



Thank you for your interest in Wizardtech!



## Virus Removal

Inhouse: \$199

Pickup & Deliver: \$239

Onsite: \$259

Troubleshoot and diagnose 1 computer



Remove all viruses and malicious software



Repair operating system issues



Apply operating system critical updates



Install and update antivirus software



90 day guarantee for all work performed



Virus removal for additional computers **\$149/ea**



## Wireless Internet Setup

Inhouse: N/A

Pickup & Deliver: N/A

Onsite: \$149

Set up and configure wireless router



Configure wireless internet access on up to two devices



Secure wireless devices and router from unauthorized use



Enable devices to share the internet, files, and printers



Set up additional wireless device **\$29/ea**



## Diagnostics

Inhouse: \$39

Pickup & Deliver: \$69

Onsite: \$89

Diagnose system for hardware issues



Diagnose system for software issues and needed updates



Recommend plan of action for repair



Diagnostics for additional computers **\$29/ea**



## Data Backup

Inhouse: \$149

Pickup & Deliver: \$179

Onsite: \$199

Remove viruses from data to be backed up



Back up any amount of data from one storage device to another storage device or storage medium



Check backed up data for integrity



Data backup for additional device **\$99/ea**



## Hardware Installation

Inhouse: \$39

Pickup & Deliver: \$69

Onsite: \$89

Installation of 1 hardware component



Download and install latest version of hardware drivers and software



Verify device operation





Additional device installation **\$29/ea**



## Software Installation

Inhouse: \$29    Pickup & Deliver: \$59    Onsite: \$79

Installation of any software title (excludes Operating Systems) 

Update software with latest patches 


Verify software integrity and operability 

Operating system upgrade or reinstall **\$99**





## Computer Setup

Inhouse: N/A    Pickup & Deliver: N/A    Onsite: \$99

Physically set up one computer system; Includes computer, keyboard, mouse, and speakers 

Organize wires and cables 

Perform initial boot and configuration 

Download and install critical updates for operating system and antivirus software (requires internet access) 

Install additional software title **\$19/ea**

Install additional hardware **\$29/ea**

Internet and email setup **\$39**

### Terms and Conditions

#### Customer Responsibilities:

An adult (18 years or older) must be present during the entire on-site installation or repair process. If the technician arrives at the scheduled time and no adult is present, or if the adult leaves prior to service being completed, the technician will leave and you will be subject to the stated service charges.

You must type in all passwords for security purposes (unless given consent via contract).

Wizardtech is not responsible for any lost data. Please ensure you have backed up your data prior to any service. If the service you require is a data backup, Wizardtech does not hold any responsibility for permanent loss of data.

#### SERVICE LIMITATIONS; LIABILITY

(a) LIMITATIONS TO SERVICE: WIZARDTECH RESERVES THE RIGHT TO REFRAIN FROM PROVIDING ANY OR ALL REQUESTED SERVICES AND INSTEAD REFUND YOUR PAYMENT, WHOLLY OR IN PART, ON THE BASIS THAT YOUR TECHNICAL NEEDS OR OTHER REQUIREMENTS ARE UNUSUAL OR EXTENSIVE AND BEYOND THE SCOPE OF THIS SERVICE AGREEMENT AS REASONABLY DETERMINED BY WIZARDTECH.

(b) FORCE MAJEURE: If Wizardtech's ability to render services is impaired by you or circumstances beyond the control of Wizardtech, Wizardtech may choose not to provide or to discontinue services.

(c) LIMITATION OF LIABILITY: To the extent permitted by law, you agree that Wizardtech's total liability for damages related to its services is limited to the total amount you pay for the services, and you release Wizardtech from liability for any indirect, incidental, special, or consequential damages. Wizardtech IS NOT LIABLE FOR LOSS, ALTERATION, OR CORRUPTION OF ANY DATA OR FOR YOUR INABILITY TO USE YOUR COMPUTER EQUIPMENT OR OTHER PRODUCT.

#### SERVICE WARRANTY

If you are not satisfied with services received from Wizardtech, please call our business phone for resolution. We warrant our services for 90 days following the date you received service; however, for repairs necessitated by a virus or spyware, the service warranty is valid only if the anti-virus and anti-spyware protection for your product is installed or updated during the repair or promptly thereafter (i.e., before you connect again to the Internet). If there is a problem with the service provided by Wizardtech and if you notify us within the warranty period, we will work to remedy your problem quickly and at no additional cost.



**Wizardtech**  
Computer & Networking Services



# Services

For service call (781) 832-0424

Wizardtech 35 Pleasant St. 2nd Fl Stoneham, MA 02180

Pricing effective August, 2009

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