



RESPAWN PC

DON'T REPLACE IT, **RESPAWN IT.**
Serving Sumter, SC & surrounding areas

WORK ORDER #: _____
DATE RECEIVED: _____
TECHNICIAN: _____

CUSTOMER INTAKE & SERVICE AUTHORIZATION

1. CUSTOMER INFORMATION

CUSTOMER NAME _____	PHONE NUMBER _____
EMAIL ADDRESS _____	PREFERRED CONTACT / BEST TIME _____

Preferred contact: ☐ Call ☐ Text ☐ Email

2. DEVICE INFORMATION

☐ Desktop PC ☐ Laptop ☐ Custom Gaming PC ☐ All-in-One ☐ Other: _____

MANUFACTURER _____	MODEL _____	SERIAL / SERVICE TAG _____
OPERATING SYSTEM _____	LOGIN PIN / PASSWORD (OPTIONAL) _____	DEVICE NAME (IF KNOWN) _____

Accessories received: ☐ Power cable ☐ Charger ☐ Keyboard ☐ Mouse ☐ Wi-Fi antenna ☐ Other: _____

3. SERVICE REQUESTED

☐ Diagnostics ☐ Computer Repair ☐ Custom PC Build ☐ Hardware Upgrade
☐ System Cleaning / Maintenance ☐ Windows / Software ☐ Data Transfer / Backup ☐ Other: _____

4. PROBLEM / REQUEST DESCRIPTION

Please describe what is happening, when it started, any error messages, and any recent changes or upgrades.

5. DATA & ESTIMATE PREFERENCES

Important files on device? ☐ Yes ☐ No Backup requested before service? ☐ Yes ☐ No ☐ Not needed

FILES / FOLDERS TO PROTECT OR TRANSFER _____	BACKUP DESTINATION / DRIVE PROVIDED _____
DIAGNOSTIC FEE _____	MAXIMUM PRE-APPROVED TOTAL _____

If the estimate exceeds the pre-approved amount, Respawn PC will contact the customer before additional work is performed.

1. I authorize Respawn PC to inspect, diagnose, test, open, and service the device listed on this work order as reasonably necessary to evaluate or complete the requested service.
2. I understand that Respawn PC will contact me for approval before performing work above the maximum pre-approved amount shown on this form.
3. I understand that hardware failure, corrupted storage, malware, operating-system problems, or repair procedures can create a risk of data loss. I am responsible for maintaining a backup of important data whenever possible.
4. I confirm that I own this device or am authorized by the owner to request service. Any login credentials I provide may be used only as needed to perform and verify the requested service.
5. Replacement parts, software licenses, shipping, and other third-party costs are separate from labor unless specifically included in the approved estimate. Manufacturer or retailer warranties apply to replacement parts when available.
6. I understand that final pricing may change if additional problems are discovered. Respawn PC will obtain approval before completing additional billable work beyond the amount authorized above.

Customer Signature: _____ **Date:** _____

Printed Name: _____

☐ Device powers on ☐ No power ☐ Physical damage noted ☐ Liquid damage indicators ☐ Intake photos taken

VISIBLE CONDITION / EXISTING DAMAGE	INITIAL DIAGNOSTIC NOTES
PARTS / ACCESSORIES RECEIVED	PRELIMINARY RECOMMENDATION

☐ Boot / POST ☐ Display ☐ Network ☐ USB / Ports ☐ Audio ☐ Updates

☐ Temperatures checked ☐ Stress test ☐ Drive health checked ☐ System cleaned ☐ Customer data verified

LABOR	PARTS	TAX / FEES	TOTAL
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AMOUNT PAID	BALANCE DUE	PAYMENT METHOD	PICKUP DATE
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Customer Pickup Acknowledgment: I received the device and accessories listed above and had an opportunity to verify the completed service.

Customer Signature: _____ **Date:** _____