LEVELS OF SERVICE

Standard Service

Normal turn-around time for processing ranges from two to four weeks depending upon our regular workload. We will inform you of your expected wait time when you surrender your computer for service. Standard shop fees are contingent upon the service required to bring your computer back to health.

⚜

Expedited Service = $65.00

For an additional $65.00, we do offer expedited or "rush" service that brings your computer ahead of our standard processing line & to the end of the "rush" processing line. Typical turn-around time for a "rush" job is three to five days (depending on the work required of us). Standard shop fees still apply

⚜

Mission-Critical Service = $120.00

For an additional $120.00, we now offer mission-critical service that guarantees your computer will be looked at the same day that it's brought in. Turn-around time, as with the above services, is contingent upon labor & hardware (if applicable) to bring your computer back to health. This service is primarily focused toward our business customers with time-sensitive information stored on the sick computer. Standard shop fees still apply.

⚜

The Expedited & Mission-Critical fees are in addition to any other shop fees incurred for required services. If your computer is placed on the Expedited or Mission-Critical work bench, there will be the additional agreed-to fee even if you elect not to repair the computer. No exceptions.

Neither Expedited nor Mission-Critical service guarantees work completed same day or next-day. These services are offered only to "bump" your computer ahead of our other customers. The time required to repair your computer is dependent upon the work required of us & hardware availability (if applicable).