

EXCEED TECHNOLOGIES COMPUTER REPAIR SERVICES		PRICES	**CUSTOMER INITIALS**
Hardware/Software Diagnostics	Series of tests to determine the issue & resolution. Diagnostics will be performed and customer will be contacted regarding suggested course of action unless otherwise authorized on the CSA. If customer elects to have Exceed proceed with recommended resolution then the diagnostic fee will be waived and customer will be charged for recommended service and/or parts.	\$34.99	
Diagnostics and Repair	Perform hardware/software diagnostics and repair the issue. Some resolutions may require one or more of the following services: Virus & Spyware Removal, Complete System Reload, Data Recovery, Data Backup, Software Installation, and/or Hardware Installation. If the resolution requires any of these services, the Diagnostic and Repair fee will be waived and the customer will be charged for the respective services performed.	\$59.99	
Virus & Spyware Removal	Running malware and virus identification tools. Removal of unwanted programs and viruses.	\$79.99	
Virus & Spyware Removal with Protection	Virus & Spyware Removal service PLUS purchase/installation of AVG Anti-Virus software (single license for 1 year).	\$109.99	
Complete System Reload with Data Backup	Format and Reinstall of Windows with Data Backup (up to 10gb). Includes the installation of the Operating System, an Office application (if applicable) and/or any other software on the original software recovery media. **Customer must provide original media and necessary licenses** Installation of additional software will be billed at the Software Installation add-on service fee.	\$129.99	
Data Backup	Create a copy of all the files on a desktop/laptop and transfer the data from your computer to CD, DVD, internal or external hard drive, or another computer. This service can be an add-on for any other service that does not include the Data Backup service. NOTE: Exceed respects the right to privacy but we are unable to backup any data that appears to be illegal and/or pornographic. If this type of data exists and the service is requested we will not be able to proceed with the service and the customer will be charged for the services. <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p>Up to 50GB of Data \$99.99 (only service)</p> </div> <div style="text-align: center;"> <p>Up to 50GB of Data \$49.99 (add-on service)</p> </div> </div>	Up to 10GB of Data \$59.99 (only service) \$29.99 (add-on service)	
Data Recovery	Basic attempts to recover data from a hard drive that seems unreadable. If attempts to recover data are unsuccessful, the customer will be notified and provided information regarding more extensive recovery services that are available for an additional fee.	\$99.99 and up	
Software Installation	Installation and/or repair, configuration and updating of (1) software program, add shortcut to the desktop, start menu and quick launch bar shortcuts for quick and easy access. Software not included. For each additional software installation a \$10.00 will be charged. This service can be an add-on for any other service that doesn't include the Software Installation service.	\$39.99 (only service) \$19.99 (add-on service)	
Hardware Installation	Installation and configuration of an internal or external PC component, such as a graphics card, hard drive, optical drive, MP3 player, printer or scanner. Hardware not included. For each additional piece of hardware requested to be installed a \$15.00 fee will be charged. This service can be an add-on for any other service that doesn't include the Hardware Installation service.	\$49.99 (only service) \$24.99 (add-on service)	
Memory Installation	Installation of internal memory for your laptop or desktop. Memory not included.	\$39.99 (only service) \$19.99 (add-on)	
Exceed Dialer	Service provided FREE for Exceed Technologies dial-up customers. Configure dial-up connection and e-mail reader for your exceedtech.net email address.	FREE	

*****Customer Initials:** Upon initialing the required repair services to be performed you are authorizing an Exceed employee to perform such services. If further services are required to complete repairs; an Exceed employee will contact the customer with status update – if the customer gives the Exceed employee verbal permission to proceed with repairs, then the customer will be liable for all repair costs. ***