



## What to Bring with You



Any malfunctioning hardware that you would like to have diagnosed.



Power cords (for laptops & printers): many units require proprietary power so it's best to bring the one you have and avoid any delays or return trips.



Software discs: these are required to re-install any programs that you want to continue using.

XYZ-  
ABC-  
WASD

Software license codes: If you don't have an installation disc, having the license key may allow a program to be re-installed via download directly from the developer.



Backup: if you have an up-to-date backup it can save time and money.



## What to Expect

- 1.** Easy access through our service entrance  
(Use the automatic doors at the overhang, by the rear showroom entrance.)
- 2.** Assistance bringing your hardware in and out of the store
- 3.** A conversation about how you use your machine now, and how you plan on using it in the future  
(This will help us recommend the best possible solution.)
- 4.** A thorough explanation of our diagnostic process and any fees that may be applicable, as well as the timetable for your repair
- 5.** Communication throughout the entire process
  - You'll receive a call from a technician as soon as he/she starts working on your machine
  - You'll receive a second call when the diagnosis is complete along with a suggested resolution tailored to your specific needs.
- 6.** An explanation of services rendered
  - We'll explain what the technician did to repair your computer – in some cases you can speak with the technician that performed the service.