



PC Machine Repair, Rebuild or Upgrade

UBT Technology Form

Machine & Customer Details

Machine Type, Brand and Model			
Machine Serial Number		Helpdesk Ticket Number	
Company Name		Order Number	

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If your machine requires reprogramming, would you like a data recovery? (\$300 fee)

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Before work is started on your machine, would you like an estimate of costs? (\$60 fee)

Please note any folders that need recovery if not stated in the terms and conditions³

Username/Account

Login Password

Briefly describe the machine problems here:

NEXT STEPS

- Label the machine clearly for ID
- **Read & Sign** the Terms and Conditions (see next page)
- Attach this form to the machine
- Pack the machine in protective packaging¹, no need to send your monitor, mouse, keyboard or any cables
- Send the machine and to the following address:

UBT Whanganui,
43 Heads Road,
Whanganui, 4501

Signature Required Next Page >>



Terms and Conditions:

1. UBT IT & T cannot be held responsible for any damage in transit. Repairs for transit damage will be invoiced to the customer. Therefore packaging that can withstand falls and shocks is recommended. This packaging will be used for the return trip.
2. The customer is responsible for keeping a copy of their software license keys, including Windows and Microsoft Office.
3. The recovery of an entire hard disk is not feasible. Data recovery includes ONLY the "Documents and Settings" folder. This backs up the My Documents., Desktop & Outlook information. If further data is needed please specify the EXACT folders required.
4. UBT IT & T is not liable for any missing or non-recovered data.
5. Installed programs, printers, system settings etc. cannot be recovered, only saved files.
6. **Accessories such as monitors/mice/keyboards/notebook power supplies etc. are NOT required for a repair unless specified by a UBT IT & T technician. If such items are included it may delay the return of your UBT IT & T considerably.**
7. UBT IT & T is not liable for any time period that may elapse while the machine is being repaired. While UBT IT & T strives to supply a satisfactory and efficient service, unforeseen circumstances may delay repairs. Your understanding is appreciated.
8. If the returned machine has faults due to user-related activities, or due to physical damage, then the owner will be invoiced the full repair charge of \$120/hours + any parts replaced + freight.

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I have read the above terms and conditions

Signature

Date



Please reach out if you have any questions or concerns:

0800 UBT 123
telco.nz@ubteam.com
www.ubteam.co.nz