



SRO Label  
(will be printed & attached here)

## Mac Pre Service Agreement

In order to ensure quality of service Simply Macintosh will thoroughly test your Mac to check for any hardware issues, we may need to contact you before proceeding with repairs. Service is performed in the order of arrival, priority service is available for an additional Fee of \$50.

Before signing, please review the following important information about our service policies:

1. Some tests may put additional stress on your system it is important to have a backup of your data. We can provide a backup service at an additional cost. Simply Macintosh is not responsible for any data loss while your Mac is in service.
2. If your computer has been liquid damaged inform us immediately, powering on the device can cause further damage at your expense.
3. Passwords are necessary for service. If you cannot remember your password we can change your password for an additional cost.
4. Some software requires reinstallation or reactivation after service. If you do not have your license information it may need to be purchased again.
5. Services or upgrades may make older software unusable. Please check your compatibility at [roaringapps.com](http://roaringapps.com). Software may need purchased upgrades to work with newer versions of macOS.
6. If you are upgrading from macOS 10.9 or earlier iPhoto will be replaced by Photos and your iPhoto library will be migrated. See: [support.apple.com/photos](http://support.apple.com/photos)
7. Courtesy follow up service is available for 14 days after checkout. Issues that were unrelated to the original issue require additional service costs.
8. Non-warranty service requires a \$50 deposit before any work can proceed or begin, the deposit will apply to repairs or diagnostic costs.
9. If you do not contact us within 30 days of us requesting information or completing service **YOUR DEVICE WILL BE RECYCLED. NO REFUNDS** will be given. It is your responsibility to maintain contact or inform us of any contact changes.

I would like priority service and will leave an additional \$50 deposit	<input type="checkbox"/> Yes	<input type="checkbox"/> No
My Mac has been exposed to liquid	<input type="checkbox"/> Yes	<input type="checkbox"/> No
I know my Apple ID and password (needed for iCloud, Running updates, Apps)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
I changed my login password to 'password' or written here: _____	<input type="checkbox"/> Yes	<input type="checkbox"/> No
I have a current backup of my Mac and DO NOT request Data recovery	<input type="checkbox"/> Yes	<input type="checkbox"/> No
I consent to Data recovery rate of \$99	<input type="checkbox"/> Yes	<input type="checkbox"/> No
I consent to Advanced Data recovery rate of \$149	<input type="checkbox"/> Yes	<input type="checkbox"/> No
I understand that Simply Macintosh is <b>not responsible for my data including but not limited to data organization or partial data recovery</b>	Initial	
I understand that I am responsible for my <b>software activation keys and licences</b>	Initial	

By signing below I acknowledge that I have read and understand all terms stated above, any and all questions have been explained to my satisfaction.

I give Simply Macintosh all necessary permission to proceed with my service.

Printed Name: \_\_\_\_\_ Signature: \_\_\_\_\_