

## Immediate Consultation \_\_\_\_\_\$25

Immediate diagnostics, consulting, or repair; requiring less than 20 minutes, if a technician is available. If computer is checked into shop, consultation charge will be added to invoice.

## Diagnostics

Technicians will run hardware through testing environments as well as pinpoint software or OS conflicts and advise you on the best possible solutions

- With supportable operating systems (*Examples: Windows XP, Windows Vista, Mac OSX, Ubuntu LTS versions*) **\$55**
- With unsupported operating systems (*Examples: Windows 98, Windows 2000, Mac OS 9 and older, Ubuntu Edgy Eft*) **\$80**
- Laptop opening fee (no service panels) **+\$30**

## Virus Removal, Repair, and/or System

### Optimization\_\_\_\_\$125

Any cause of crashing, lockups, unusual slowness, and/or internet problems will be treated for as well as the following:

- Virus/Spyware removal
- Clean dust from vents and fans
- Repair OS Issues (including software conflicts)
- Update operating system and some software
- Installation of 1 piece of hardware (if needed)
- Diagnostics included; \$55 fee waived.

## Hardware Install

Installation of one piece of hardware as well as driver installation if disk provided.

- Desktop, first item **\$35**
- Desktop, each additional **\$20**
- Laptop, each item **\$45**
- Monitor **\$60**
- Motherboard **\$80**

## Operating System Install \_\_\_\_\_\$125\*

Your choice of an OS (Microsoft Windows, Apple OS X, or Ubuntu Linux) installed on your computer as well as system updates. Multiple Operating Systems can be installed on one computer, each additional OS install is half price. Windows installation may require purchase of a valid license, which is not included.

\* Diagnostics included; \$55 fee waived

## One Time Data Backup/Transfer

Save your data to a disk (CD or DVD) or external drive.

- Without other services \$75
- With other services \$45
- Unsuccessful (failing hard drive) \$35
- Problematic recovery (additional tech time) +\$50
- Recovery to DVD, each additional disk +\$20

## PC Setup\_\_\_\_\_ \$125\*

Removal of any unwanted applications put on a new PC by manufacturer. As well as the installation of up to 3 applications you provide.

\* Diagnostics included; \$55 fee waived

## Open-Source Software Install Package

Installation of all of the following applications:

Firefox (Web Browser)	OpenOffice (Office Suite)
Thunderbird (Email Client)	GIMPShop (Photo Editor)
Pidgin (Instant Messaging Client)	Miro (Streaming Internet TV)
VLC (Music and Video Player)	

- Without Other Services \$55
- With Other Services \$25

## NOD32 Antivirus Software Installation

- Without Other Services \$25
- With Other Services \$15

## Data Wipe\_\_\_\_\_ \$60

Completely erases any hard drive to ensure the protection of privacy for reselling or recycling.

## Lost Data Recovery/Restoration\_\_\_\_\_ \$200\*

Recover your important files that were accidentally deleted or formatted. All files will be transferred to a CD, DVD, or external drive. Please note hard drive must be in working condition.

\* In the event files cannot be recovered there will be a handling fee of \$55

## Lost Password Assistance\_\_\_\_\_ \$55

## Recycling Fee\_\_\_\_\_ \$10

Any used or broken computer equipment may be recycled through C4's shop.

## Hardware Cleanup

- Basic (Dust out, removable card connections) \$25
- Advanced (Motherboard, complex components) \$45

## Hourly In-Shop Rates ( by appointment only )

For in-shop services not covered by our flat rates.

- Tech Consultation, hourly \$55
- Customer Repair Work, hourly
  - Less than 3 hours, hourly \$60
  - Each additional hour \$40