

(Customer to fill out this side - no work done unless completed and signed.)

Date: _____, 2024 Phone Number: _____

Name: _____

Address: _____ City: _____

Postal Code: _____ e-mail Address: _____

Device(s) Left for Service: _____

Describe The Problem(s) That Have Led To This Service Request:

Computer Login Password (If Necessary): _____

FIND MY MAC must be turned off to perform any hardware repairs on Macs.

Emergency Service; This Places Your Computer Next In Line In The Service Queue **Cost: \$49.** YES ☐

Palantir Computers is not responsible for any data loss on your device.

Do You Want To Purchase An External Drive And Have Your Data Copied To It Prior To Starting Your Repair?

Cost : \$39. for the Service + Cost of Drive \$ _____ Yes ☐ No ☐ Initial _____

Your signature below authorizes Palantir Information Systems of Canada Limited ("Palantir") to inspect your computer and/or related equipment and provide an estimate of costs. We will contact you to obtain authorization to proceed. **Minimum** charge for Assessment is **\$39** _____^{Initial} plus HST . This fee is waived when we proceed with the repair of the equipment. If it is determined that a computer is not covered by a manufacturer's warranty, this fee applies.

Client Signature: _____

Customer's signature of this work order constitutes acknowledgement and acceptance in full of the terms set out on the reverse hereof. Where applicable, I grant permission to Palantir Information Systems of Canada Limited, an Apple Authorized Service Provider, to run the Apple Service Diagnostic tool which captures and transmits diagnostic data to Apple Inc. solely for diagnostic purposes related to the repair of my Macintosh computer.

Equipment left in our possession longer than 60 days may be disposed of at our discretion.

Work Completed:

Repair Number: G _____

| Part Number | QTY | Description | Retail Price | Total |
|-------------|-----|-------------|--------------|-------|
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Follow Up: _____

Terms and Conditions:

Service Technician

Customer's signature of this work order constitutes acknowledgement and acceptance of the terms set out below. Charges are strictly for labour, service and parts supplied by Palantir. Palantir is not responsible for any software, files, programs, or data on any equipment received from Customer, including any damage or loss of same while said equipment is in Palantir's possession. In no case shall Palantir be responsible for any consequential damages, special damages, loss of use or economic loss experienced by Customer. Customer voluntarily assumes all risk of any such damages or loss. This includes loss due to Fire, Theft, or Accident while in Palantir's possession, or any other hazard. Palantir's liability will be for the replacement of lost, damaged or stolen hardware only. Data lost by any of the above is not the responsibility of Palantir. The only remedy Palantir will provide is to restore the customer's backup to new hardware. If no backup exists, that is the responsibility of the customer.

By requesting Palantir to carry out service, Customer represents and warrants that all software, files, programs and data on the equipment is Customer's property and has been acquired lawfully, that Customer acknowledges responsibility for all backups of software, files, programs or data on equipment delivered to Palantir for service, and that Customer has backed up the same.

Labour for repairs performed by Palantir is warranted for ninety days. Parts are warranted by the manufacturer. No terms different than those stated herein are part of the agreement between Customer and Palantir unless stated in writing on this work order and signed by both parties prior to delivery of equipment to Palantir for service.