

# UNITED PC

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## Basic Services / Price Sheet

The following charges take effect and replace our existing charges as of January 1, 2021

GENERAL LABOR & BASIC SERVICES	
Diagnostic / Bench Fee <sup>1</sup>	\$ 40.00
Travel / Pickup / Delivery (TPD) Fee <sup>2</sup>	\$ 40.00
Remote Assistance <sup>3, 4</sup>	\$ 40.00/hr
Consultation <sup>4</sup>	\$ 80.00/hr
Shop/Site Labor (1 Technician) <sup>4</sup>	\$ 80.00/hr
Rush Fee - Non-Refundable <sup>5</sup>	\$ 80.00
Full Service - Clean-Up - Complete Hardware Diagnostics - Virus/Spyware Removal - Software Clean-Up & Optimization - Physical Clean-Up & Wipe-Down	\$ 140.00
Simple Clean - Virus/Spyware Removal - Software Clean-Up & Optimization	\$ 80.00
Operating System (OS) Installation <sup>6</sup> - Includes driver & OS updates for supported versions of Windows, macOS, and Linux	\$ 45.00
Server Operating System (OS) Installation & Configuration <sup>6</sup> - Includes driver & OS updates for supported versions of Windows, macOS, and Linux - Also includes basic file sharing setup and configuration (excludes Windows Active Directory)	\$ 100.00
Backup & Data Transfer <sup>7</sup> - Includes (1) Organize & Restore Data	\$ 40.00

1. Diagnostics Include - Initial troubleshooting, preliminary virus / spyware scans, and an attempt to duplicate the problem as described by the customer. If necessary, a complete hardware diagnostic and stress test is performed. Upon duplication of the problem, a diagnosis is then given. The customer has the option to continue to repair or stop at the completion of diagnostics.
2. TPD fees are discretionary. A mileage fee may be imposed in place of a TPD Fee as the situation warrants and charged at two times (2x) the federal minimum mileage reimbursement rate.
3. Remote assistance requires the customer to have a high-speed internet connection and that they are able to successfully connect to the Internet. Upon establishment of a remote connection, the customer will need to agree to the United PC Remote Assistance Terms and Conditions.
4. Labor, including Consultation and Remote Assistance, is billed at one (1) hour minimum and then billed at one half (½) hour increments.
5. Rush Fees are non-refundable under any circumstances. Customer's device will be moved to the 1st non-rush position in the job queue or appointment slot and will be serviced in that order.
6. OS installation consists of valid copies of Operating Systems w/ current updates, current drivers and preload tools/software. Software must be properly licensed.
7. Backup consists of data only. Programs are not included and are not guaranteed functional after restoration.