



SHERMAN OAKS CA00764  
4500 VAN NUYS BLVD  
SHERMAN OAKS, CA 91403  
(818) 501-0933

Track the status of your repair at: [www.GeekSquad.com](http://www.GeekSquad.com)

Service Order: 00764-989143944

2/7/2014



Christina  
mark  
Jeff / Fernando

ext 2111

DESKTOP & ROUTER

### Client Information

**Name:** ELISA KOTIN  
**Address:** 2701 N SEPULVEDA BLVD  
SKIRBALL CULTURAL CENTE NT NTE N NTE N N  
LOS ANGELES, CA 90049-6833  
**Home:** (818) 983-8339 [Anytime]  
**Work:** (818) 781-1606 [Anytime]  
**Email:** WRLDTRVLR@AOL.COM

### Product Information

**MFG:** D & H BBFB DIRECT  
**Description:** PAVILION P6674Y REFURB  
**Model:** BT552AAR#A **SKU:** 5620481 **Serial:** 4CE1380MNZ  
**Purchased:** 01/01/2005  
**Physical Appearance:**  
ok condition, some wear and tear but no damage  
**Accessories:** router, router power cable  
**Plan Type:** Tech Support **Plan ID:** SPA00GSTS9010037502  
**Expires:** 02/05/2017 **Labor Coverage:** TECH\_SUPP  
**Parts Coverage:** COD  
**Estimated Completion Date:** 02/09/2014 **Deposit:** \$0.00  
**Minimum Approved Amount:** \$0.00

### Service Information

#### Client Description of Issue:

client has been having issues connecting to her network at home and staying connected. would like us to test wifi card

#### Agent Description of Issue:

client has had issues connecting/staying connected to her network at home. D+R to test wifi card or to test for software issues. run a speed test. client would also like us to test her router. -CM-

### Terms and Conditions

#### Service Order Disclaimer

##### I authorize Geek Squad to:

- Service Performance** - Perform the services requested on my product/products ("product") and I grant access to my product data and information for such purpose.
- Repair all apparent defects identified by Geek Squad on my product.
- Use new or rebuilt replacement parts that perform to the factory operational specifications of the product.
- Install software (accepting End User License Agreements on my behalf), utilize remote access and/or send my product to a regional service center, vendor, or third party service, which may be out of state, in order to complete the service on my product.
- Notifications** - Notify me for approval of all service that will exceed the minimum approved amount stated on the service order before my product is repaired and to return the unrepai red product to the drop off location if I do not approve such repair.
- Notify me when the service on my product is completed.
- Data** - NOT back up any data on my product unless I specifically request Geek Squad to do so for an applicable fee PRIOR to the performance of any service.
- Service Completion and Corrections** - Strive to meet the Estimated Completion Date, although Geek Squad may change that date.
- Correct, for no additional charge, any defects in workmanship of the repair services for hardware (excluding virus/spyware removal or software repairs) within 30 days from the date of pick up.

##### I agree to/or that:

- Coverage and Payment** - Refer to the terms and conditions of my product warranty or service contract for information about coverage and applicable charges.
- Pay a non-refundable deposit on service/estimates not discernable as covered (including diagnostic and other charges) under a product warranty or service contract. The deposit is refunded if the service/estimate is covered. The deposit is applied to the cost if the service/estimate is not covered.
- Pay, without being notified, up to the minimum approved amount stated on the service order.
- Pay for services (including parts and labor) I request if not covered by a product warranty or service contract.
- Identification** - Present either this service form or a government issued photo ID when picking up my product.
- Client Waivers** - Waive any claims regarding physical damage of my product if I do not report them at the time of pick up/delivery.
- Geek Squad may dispose of or recycle my product if I do not pick my product up within 30 days of being notified by Geek Squad that service on the product has been completed or if I contact Geek Squad to authorize recycling and, in the case of disposal and recycling, I waive any claims related to my product, including all claims regarding data and information stored in or on my product.
- Waive any consequential or incidental damages against Geek Squad that may occur as of result of this service.
- I am on notice that any product containing child pornography will be turned over to the authorities.
- Data** - PRIOR TO DELIVERING MY PRODUCT TO GEEK SQUAD FOR SERVICE IT IS MY RESPONSIBILITY (1) TO BACK UP DATA ON IT AND (2) REMOVE ALL MEDIA AND STORED CONTENT FROM MY PRODUCT.
- WAIVE ANY DATA LOSS OR MEDIA LOSS CLAIMS, WHETHER OR NOT I HAVE REQUESTED GEEK SQUAD TO BACK UP MY DATA, AGAINST GEEK SQUAD AS UNDER NO CIRCUMSTANCES SHALL THEY BE LIABLE FOR ANY LOSS, ALTERATION OR CORRUPTION OF ANY DATA, OR LOSS OF ANY MEDIA FROM MY PRODUCT.
- Geek Squad may request the user name and user password for your product in order to perform the requested work. If that's the case, you should change your user password after you pick-up your product.
- I verify that I have read and agreed to the terms of this Service order Disclaimer and that the name, address and phone number listed above in the Client Information section is accurate.

AN ESTIMATE AS REQUIRED (SECTION 9844 OF CALIFORNIA BUSINESS AND PROFESSIONS CODE) FOR REPAIRS SHALL BE GIVEN TO THE CLIENT BY THE SERVICE DEALER IN WRITING, AND THE SERVICE DEALER MAY NOT CHARGE FOR WORK DONE OR PARTS SUPPLIED IN EXCESS OF THE ESTIMATE WITHOUT PRIOR CONSENT OF THE CLIENT. WHERE PROVIDED IN WRITING, THE SERVICE DEALER MAY CHARGE A REASONABLE FEE FOR SERVICES PROVIDED IN DETERMINING THE NATURE OF THE MALFUNCTION IN PREPARATION OF A WRITTEN ESTIMATE OR REPAIR. FOR INFORMATION CONTACT THE BUREAU OF ELECTRONIC AND APPLIANCE REPAIR, DEPARTMENT OF CONSUMER AFFAIRS, SACRAMENTO CA 95814.

A buyer of this product in California has the right to have the product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under the laws. Geek Squad California Master Registration Number E-81713



SHERMAN OAKS CA 00764  
 4500 VAN NUYS BLVD  
 SHERMAN OAKS, CA 91403  
 (818) 501-0933

Service Order: 00764-989239917

2/10/2014



If you have any questions about the work performed on your product, please contact your local Precinct.

Client Information

**Name:** ELISA KOTIN  
**Address:**  
 2701 N SEPULVEDA BLVD SKIRBALL CULTURAL CENTE NT  
 NTE N NTE N N  
 LOS ANGELES, CA 90049-6833  
**Home:** (818) 983-8339 [Anytime]  
**Work:** (818) 781-1606 [Anytime]  
**Email:** WRLDTRVLR@AOL.COM

Product Information

**MFG:** D & H BBFB DIRECT  
**Description:** PAVILION P6674Y REFURB **Model:** BT552AAR#A  
**SKU:** 5620481 **Serial:** 4CE1380MNZ **Purchased:** 01/01/2005  
**Physical Appearance:** Like new  
**Accessories:** None **Plan Type:** Tech Support  
**Plan ID:** SPA00GSTS9010037502 **Expires:** 02/05/2017  
**Labor Coverage:** Tech Support **Parts Coverage:** COD

Service Information

Client Description of Issue:

ISP states that computer is having issues connecting due to a bad NIC or wireless card and that computer might have infections

Repair Comments:

Removed all traces of infections on computer. Verified that NIC and wireless card were working correctly. Verified that Windows or any software was not causing issues with internet speed. Computer running at optimal performance.-FR

**Agent Notes at Check-In:** Check computer NIC and wireless card. Remove infections or any errors that may be affecting internet speed

Parts Replaced

Qty	Part Number	Description	Price Each	Adjustment	Total
	4740131				
			<b>Total Parts:</b>		\$0.00
			<b>Total Labor:</b>	\$0.00	\$0.00
			<b>Sales Tax:</b>		\$0.00
			<b>Total Repair Cost:</b>		<b>\$0.00</b>
			<b>Deposit:</b>		\$0.00
			<b>Additional</b>		\$0.00
			<b>Payments:</b>		\$0.00
			<b>Balance Due:</b>		<b>\$0.00</b>
<b>Actual Tax will be calculated at the time of Payments</b>					

Disclaimer

***It is Geek Squad policy to recommend changing your current password after we have completed our repairs.***

Terms and Conditions

I, ELISA KOTIN, Recognize that repairs have been performed in a manner that is satisfactory to me.

Client Signature

Date

Agent Signature

Date

An estimate as required (Section 9844 of California Business and Professions Code) for repairs shall be given to the client by the service dealer in writing, and the service dealer may not charge for work done or parts supplied in excess of the estimate without prior consent of the client. Where provided in writing, the service dealer may charge a reasonable fee for services provided in determining the nature of the malfunction in preparation of a written estimate or repair. For more information, contact the Bureau of Electronic and Appliance Repair, Department of Consumer Affairs, Sacramento, CA 94814. California Master Registration Number: E 81713. Geek Squad, 7601 Penn Avenue South, Richfield, MN 55423-3645. Contact Geek Squad at 1-800-GEEK SQUAD (433-5778).



SHERMAN OAKS CA 00764  
 4500 VAN NUYS BLVD  
 SHERMAN OAKS, CA 91403  
 (818) 501-0933

*Laf*

Service Order: 00764-989239163

2/10/2014



If you have any questions about the work performed on your product, please contact your local Precinct.

Client Information

**Name:** ELISA KOTIN  
**Address:**  
 2701 N SEPULVEDA BLVD SKIRBALL CULTURAL CENTE NT  
 NTE N NTE N N  
 LOS ANGELES, CA 90049-6833  
**Home:** (818) 983-8339 [Anytime]  
**Work:** (818) 781-1606 [Anytime]  
**Email:** WRLDTRVLRR@AOL.COM

Product Information

**MFG:** Hewlett-Packard **Description:** Pavilion DV6745US  
**Model:** KC460UA **SKU:** 0 **Serial:** 2CE2300G3X  
**Purchased:** 01/01/2010  
**Physical Appearance:** like new  
**Accessories:** None **Plan Type:** Tech Support  
**Plan ID:** SPA00GSTS9010037502 **Expires:** 02/05/2017  
**Labor Coverage:** Tech Support **Parts Coverage:** COD

Service Information

Client Description of Issue:

Client would like diagnostics and repair her ISP states there is a problem with her computer causing internet issues.

Repair Comments:

Performed full diagnostic and repair, verified that both the NIC card and the wireless card were working properly. Neither the software or Windows was causing issues with speed. Computer running at optimal performance. -FR

**Agent Notes at Check-In:** Run full diagnostic and repair, check internet connection both NIC and wireless.

Parts Replaced

Qty	Part Number	Description	Price Each	Adjustment	Total
	4740131				
Total Parts:					\$0.00
Total Labor:			\$0.00	\$0.00	\$0.00
Sales Tax:					\$0.00
<b>Total Repair Cost:</b>					<b>\$0.00</b>
Deposit:					\$0.00
Additional Payments:					\$0.00
<b>Balance Due:</b>					<b>\$0.00</b>
<b>Actual Tax will be calculated at the time of Payments</b>					

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Client Signature

Date

Agent Signature

Date

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Need Help? Call (800) 919-8630

### ORDER SUMMARY

[Account Information](#)   [Billing Information](#)   [Order Summary](#)

#### Payment Information

Services Description: Geek Squad Tech Support with Internet Security Software  
Order Number: 889



**Geek Squad Tech Support**  
Serial Number: SPA00GSTS9010037502



**Webroot SecureAnywhere Internet Security for PC & Mac**  
Serial Number: WBR00SA140086194130  
Key Code: SA 66-ZDBB-53D4-657B-FE3C  
[Click to download now](#)

#### Term & Payment Information

Term Length: 3 Year Term - \$349.99

Initial Payment:	\$349.99
Estimated Tax:	\$6.30
<b>Total:</b>	<b>\$356.29</b>

[Frequently Asked Questions](#)



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