



## Personally Owned Windows PC Software, Upgrade and Out-of-Warranty Repair Services

<b>Up-Front Bench Fee</b>	<b>\$40</b>
<i>Non-refundable fee includes diagnostic with manufacturer's hardware diagnostic software. Fee will be applied toward any additional parts and services performed with the customer's prior authorization. In cases where no trouble is found, customer will receive an explanation of the behavior they reported and a complimentary Tune-Up.</i>	
<b>Small Part Repair</b>	<b>\$40</b>
<i>Includes quick repairs such as reattaching a loose key, or loose cable.</i>	
<b>Battery Replacement</b>	<b>\$40</b>
<i>Service is only available for systems with replaceable batteries. Price is for labor only and does not include the price of the replacement battery.</i>	
<b>Memory "RAM" Install</b>	<b>\$40</b>
<i>Service is only available for systems with upgradable memory. Price is for labor only and does not include the price of the memory modules.</i>	
<b>Tune-Up</b>	<b>\$40</b>
<i>Update BIOS, update drivers to latest available from manufacturer for the installed operating system, install most recent software updates for the installed versions of Windows, MS Office, and Symantec Endpoint Protection, and run CCleaner.</i>	
<b>Hard Drive Install</b>	<b>\$100</b>
<i>Service is only available for systems with replaceable hard drives. Service includes complimentary operating system installation (Windows 7 or above) if customer can provide their Windows license key. Price is for labor only and does not include the price of the hard drive. Data transfer is an additional service and is not included.</i>	
<b>Operating System Install/Reinstall</b>	<b>\$100</b>
<i>Service is only available for Windows 7 and up. Reinstallation includes installation of the current installed version or original version of Windows that came on the computer, installation of most recent updates to that version of Windows and installation of the most recent available version of manufacturer's drivers. Customer must provide their Windows license key. Price is for labor only and does not include the price of a Windows license if a new or upgrade license is required.</i>	
<b>Data Transfer</b>	<b>\$50</b>
<i>Data transfer will be performed using manufacturer's software and is performed at the customer's risk. Customer is responsible for backing up data before requesting service. Should the data transfer fail, the customer will not be charged and the Madison CyberZone will not be held responsible for lost data or liable for damages due to lost data.</i>	
<b>Malware Scan</b>	<b>\$150</b>
<i>Scan and removal of any malware found using Symantec Endpoint Protection and other software tools as needed. Service does not guarantee removal of any suspected malware not detected by these tools.</i>	
<b>LCD Screen Replacement</b>	<b>\$100</b>
<i>Service is only available if replacement parts are available from our suppliers. Price is for labor only and does not include the price of the replacement parts.</i>	
<b>Motherboard Replacement</b>	<b>\$150</b>
<i>Service is only available if replacement parts are available from our suppliers. Price is for labor only and does not include the price of the replacement parts.</i>	