

Service agreement

County Durham, Newton Aycliffe, Shildon and Darlington · bytenorth.uk · IT@bytenorth.uk

This agreement is between ByteNorth and the customer named below. By signing, or by ticking agree on the booking form, you accept our Terms of work (bytenorth.uk/terms).

CUSTOMER

Name

Phone Email

Preferred contact: ☐ call ☐ text ☐ WhatsApp ☐ Instagram

DEVICE

Type: ☐ laptop ☐ desktop ☐ console ☐ other

Make / model Serial / ID

Password / PIN supplied: ☐ yes ☐ no

Backup already made by customer: ☐ yes ☐ no

Photos allowed on social (no serials or personal files): ☐ yes ☐ no

CONDITION ON INTAKE

Powers on ☐ yes ☐ no

Screen OK ☐ yes ☐ no

Ports OK ☐ yes ☐ no

Liquid / corrosion ☐ yes ☐ no

Cracks / missing screws ☐ yes ☐ no

Other

JOB REQUESTED

☐ External + internal clean (£45)

☐ Clean + re-paste (quoted)

☐ Windows install / reset (+£25 Novo / +£40 USB)

☐ Storage / RAM (quoted)

☐ Game launch prep

☐ Other

Notes

PRICE

Agreed job total £40 hold paid: ☐ yes ☐ no

Date

Hold comes off this total. Extra parts only with your say-so.

WHAT YOU AGREE

1. You own the device or have the owner's permission.
2. You have backed up anything you need, or you accept the data risk.
3. Starting prices on the site/flyers are not the final bill until we agree the job.
4. If we open it and the fault is worse, we stop and contact you before spending more.
5. Workmanship on a clean / re-paste is covered for 30 days for the same fault if the device hasn't been opened or damaged since.
6. Collect within 28 days of us saying it's ready, or we may store or dispose of it after we contact you again.
7. We are not Sony, Microsoft, Nintendo or Lenovo.

Customer signature + date ByteNorth + date

Job ref Collected