Computer Repair Ticket

Shop name & phone:

No.

Date: ____ / ____ / _____

1 CUSTOMER

Name	Phone

Contact me by
☐ Phone ☐ Text ☐ Email ☐ Other (_____)

Email / best time to reach

2 ITEM

Type
☐ Laptop ☐ Desktop ☐ Tablet ☐ Other

Make and model

Serial number

Login password (only if needed)

Your data
☐ I have a backup ☐ Please back it up first ☐ OK to reinstall the system ☐ Do not erase anything

Left with the computer
☐ Charger ☐ Bag ☐ Mouse ☐ Keyboard ☐ External drive ☐ Other (_____)

3 PROBLEM AND REQUEST

Problem (in the customer's own words)

Request
☐ Won't start ☐ Slow ☐ Virus ☐ Screen ☐ Keyboard ☐ Battery ☐ Data recovery ☐ Upgrade ☐ Other

Budget limit
$

4 CONDITION AT DROP-OFF (checked with the customer)

☐ Scratches ☐ Dents ☐ Cracked screen ☐ Missing keys ☐ Loose hinge ☐ Liquid damage ☐ Won't power on ☐ No other issues

Where and how bad	Checked by

5 ESTIMATE AND DUE DATE

Rough estimate
$

After the estimate
☐ Call me before work starts ☐ Go ahead up to $_____

Approved on
____ / ____

Ready by
____ / ____

Picked up on
____ / ____

Payment
☐ Cash ☐ Card ☐ Deposit $_____ ☐ Other

6 STAFF, PROGRESS AND PICKUP

Taken in by

Repaired by

Progress (tick when done)
☐ In ☐ Estimated ☐ Approved ☐ In repair ☐ Done ☐ Notified ☐ Picked up

At pickup (with the customer)
☐ Claim ticket number matches ☐ Work checked together ☐ Everything left with us returned ☐ Paid

Handed over by

7 PLEASE READ

1. If the repair will cost more than the estimate, we will contact you before doing any extra work.
2. The condition of your item at drop-off is noted in section 4. If we find other problems during the repair, we will let you know.
3. Items not picked up within _____ days after we tell you they are ready are handled according to our shop policy.
4. Data, programs and settings may be lost during repair. We back up your data only if that box is ticked in section 2.

I have read the above. Customer signature	Shop notes

CUT HERE — customer's claim ticket below (bring it to pick up your item)

Claim Ticket (customer copy)

Shop name & phone:

No.

Date: ____ / ____ / _____

Name	Item	

Rough estimate	Ready by	We'll contact you by
$	____ / ____	

Condition noted together at drop-off

If the repair will cost more than the estimate, we will contact you before doing the work. Items not picked up within the period in our shop policy are handled according to that policy. Please bring this ticket when you pick up your item.

Computer repair ticket template — repairkarte.com/en/for/pc (free to edit and use in your shop)