

# Palantir Computers

# Repair Order

2-640 10th St. W. Owen Sound, ON N4K 3R9 519-371-4300

Date:  Name:   
Phone Number:  Address:   
E-Mail Address:

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Device(s) Left for Service:

Describe The Problem(s) That Have Led To This Service Request:

Computer Login Password:

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Emergency Service: Prioritize Your Computer In The Service Queue Cost: \$49 ☐

**Would you like us to attempt a backup of your device before proceeding with the repair?**

- **Under 256GB:** \$89 (includes dual USB-C/USB-A stick)
- **256GB – 1TB:** \$129 (includes external hard drive)
- **Over 1TB:** \$39 setup fee + cost of a suitable external drive

☐ **Yes**, I would like a backup   ☐ **No**, I decline backup   **Initials:** \_\_\_\_\_

**Authorization & Terms**, By signing below, you:

- Authorize Palantir to inspect your computer and related equipment
- Approve us to provide a cost estimate and contact you for further authorization
- Acknowledge a **minimum assessment fee of \$39 + HST** (waived if the repair proceeds)
- Accept all terms outlined below, including data loss and liability policies
- Grant Palantir (as an Apple Authorized Service Provider) permission to run Apple Service Diagnostics, which may transmit diagnostic data to Apple solely for repair purposes

**Full terms and conditions are printed on the reverse of this form.**

**Client Signature:** \_\_\_\_\_

Note: "Find My" must be turned off on Apple devices prior to any hardware repair.

**Equipment left in our possession longer than 60 days may be disposed of at our discretion.**

**Terms and Conditions:**

Customer’s signature of this work order constitutes acknowledgement and acceptance of the terms set out below. Charges are strictly for labour, service and parts supplied by Palantir. Palantir is not responsible for any software, files, programs, or data on any equipment received from Customer, including any damage or loss of same while said equipment is in Palantir’s possession. In no case shall Palantir be responsible for any consequential damages, special damages, loss of use or economic loss experienced by Customer. Customer voluntarily assumes all risk of any such damages or loss. This includes loss due to Fire, Theft, or Accident while in Palantir’s possession, or any other hazard. Palantir’s liability will be for the replacement of lost, damaged or stolen hardware only. Data lost by any of the above is not the responsibility of Palantir. The only remedy Palantir will provide is to restore the customer’s backup to new hardware if no backup exists.

By requesting Palantir to carry out service, Customer represents and warrants that all software, files, programs and data on the equipment is Customer’s property and has been acquired lawfully, that Customer acknowledges responsibility for all backups of software, files, programs or data on equipment delivered to Palantir for service, and that Customer has backed up the same.

Labour for repairs performed by Palantir is warranted for ninety days. Parts are warranted by the manufacturer. No terms different than those stated herein are part of the agreement between Customer and Palantir unless stated in writing on this work order and signed by both parties prior to delivery of equipment to Palantir for service.

Quantity	Description	Retail Price

**Work Completed:**

**Repair Number:** G\_\_\_\_\_ **New SN:** \_\_\_\_\_