

PC Guys LLC – Mail-In Diagnostic Fee Agreement

Diagnostic Fee

The diagnostic/bench fee is \$80. This fee will be applied toward the total cost of the repair if you choose to proceed.

Non-Refundable

The \$80 diagnostic fee is non-refundable, even if you decide not to move forward with a repair. Shipping costs are also non-refundable.

What the Fee Covers

The fee covers basic diagnostics and the initial work needed to test your device, which may include opening the computer and performing standard troubleshooting.

If You Decline Repair

If you decide not to repair your device, it will be shipped back to you in its current state. You may also choose to have us recycle it for free instead of returning it.

Payment Timing

The \$80 diagnostic fee must be paid in full before we issue you a shipping label to send in your device.

Turnaround Time

We typically provide diagnostic results within 24–48 hours of receiving your device. If there is any delay, we will contact you.

Customer Acknowledgement

I have read and understand this agreement. By signing or checking the box, I agree to pay the \$80 diagnostic/bench fee under the terms listed above.