

Tech Support Fees

	System in warranty		System out of warranty	
General Services (Troubleshooting, replacement of failed parts, etc.)	No Charge		\$15.00 + Cost of Parts	
	Part from FG	Non-FG Part	Part from FG	Non-FG Part
Installation/Setup of Expansion Cards, RAM, Hard Drives, and other Peripherals	No Charge	No Charge	\$10.00	\$15.00
Printer Setup	No Charge	\$10.00	\$10.00	\$20.00
	Any Backup	DVD Backup	Disk Backup	
Backup Services	\$20.00 Base Cost	\$2/DVD (Max 10 DVDs - ~45GB)	Only base cost if user provides external HDD or flash drive – drive must be provided empty and have enough capacity to hold entire backup. Tech Support can provide an external HDD for \$15 + HDD cost.	