



Smrt Tek LLC
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DEVICE REPAIR WORK ORDER & AUTHORIZATION

Work Order #: _____ **Date:** _____

CUSTOMER INFORMATION

Name: _____

Address: _____

City/State/ZIP: _____ **Phone:** _____

Email: _____

DEVICE INFORMATION

Device Type (check one): Computer (Desktop / Tower) Laptop IoT Device Router / Network Equipment Camera (Security / IP / Webcam) Other:

Make / Brand: _____ **Model:** _____

Serial Number / IMEI / MAC Address: _____ **Password / Login**

Provided? Yes No (if yes): _____

Description of Problem / Symptoms (be specific):

Visual / Pre-Existing Condition (technician notes or customer acknowledgment):

Cracked / damaged screen or housing Liquid damage or corrosion Missing parts / screws Other visible damage: _____

Customer acknowledges the device may have pre-existing damage documented above or via attached photos.



Photos Taken at Intake? Yes **Number of photos:** _____

AUTHORIZATION & SERVICE TERMS

I, the undersigned customer, hereby authorize **Smrt Tek** (the “Service Provider”) to:

1. **Perform Diagnosis** on the above device to identify the issue(s).
2. **Proceed with Repair** once diagnosis is complete, **only after I approve** the estimated cost (unless I initial below for automatic repair).

Diagnosis Fee: \$_____ (non-refundable / applied toward repair if completed)

Estimated Repair Cost (if known at intake): \$_____ – \$_____ (Technician will contact customer with exact diagnosis and quote before any repair work begins.)

I authorize the Service Provider to proceed with repairs up to a maximum of \$_____ without further approval. (Optional – leave blank if you prefer to call/text for every repair)

LIABILITY WAIVER & RELEASE

I understand and agree to the following:

- Repair work on electronic devices carries inherent risks, including but not limited to further hardware damage, unsuccessful repair, cosmetic changes, or complete device failure.
- **Data Loss:** I am responsible for backing up all data, photos, and files before turning over the device. The Service Provider is **not liable** for any loss, corruption, or deletion of data, even if a backup was attempted.
- The Service Provider will use reasonable care and skilled technicians, but **no guarantee** is made that the device will be fully restored or function as before.
- I release and hold harmless the Service Provider and its staff from all claims, liabilities, and expenses (including attorney fees) related to diagnosis or repair services, as allowed by Alaska law. This includes claims based on ordinary negligence, except for gross negligence or willful misconduct.
- In no event shall the Service Provider’s total liability exceed the amount actually paid by me for the services performed on this device.
- **Storage:** Devices not picked up within 30 days of notification may incur storage fees of \$5 per day and may be disposed of or sold to recover costs after proper notice.
- **Payment:** Full payment is due upon completion and before device is returned. Accepted forms: Cash, Credit/Debit, [other].
- This agreement is governed by the laws of the State of Alaska.

I have read, understand, and voluntarily agree to all terms above. I have had the opportunity to ask questions.

Customer Signature: _____ **Date:** _____

Printed Name: _____

Technician Signature: _____ **Date:** _____

