

Lowcountry Computer Guy

2734 Beaver Run Blvd B33
Surfside Beach, SC 29575

843-491-4105(Office)
office@lowcountrycomputerguy.com



Thanks for dropping off your equipment for us to service. We will make every attempt to return it to you ASAP, but if it is an extensive repair, it may take a week to get it back to you.

Please follow these steps in order to provide the best service:

- 1) Fill out the attached form **in full** and place it in the envelope with your name on it.
- 2) Put your name on the stickers and place them on each part (ie .. pc and cord etc)
- 3) Give everything to the attendant and let them know it's for Box 147
- 4) KEEP THIS PAGE & Call us when you return home and be prepared to give us the following info:
 - a) What issues are you having and what led up to the issue (BE SPECIFIC)?
 - b) What is the log on password or pin?
 - c) What is your email address and password?
 - d) What is your Microsoft acct or Apple Id user and password?
 - e) How do you check your email (emClient, Outlook, Win 10 app, web browser)?
 - f) What browser do you use (Chrome, Firefox, Safari, Edge)?
 - g) Do you have current virus protection?

Info to consider if you are not already subscribed!! ASK us about these Services!!

>**Bronze Protection Plan**-World Class Commercial Grade Virus Protection, Firewall and Malware Protection. 24/7 diagnostic and monitoring of your computer including deploying Microsoft and many 3rd party patches/updates, proactive system health monitoring and much more. \$10.99/mn for first pc and \$8/mn each additional

>**Silver Protection Plan**-Everything in the Bronze plan PLUS **Backup of all of your DATA on the computer.** \$14.99/mn for first pc and \$12/mn each additional

>**Gold Protection Plan**-Everything in the Silver plan PLUS **Includes 1 remote service per quarter (up to 30 min) to fix minor issues or give training. Receive 15% off additional services.** \$24.99/mn for first pc and \$12/mn each additional (The 1 service is shared with all pcs each quarter and **NOT** 1 per computer)

>**VPN SERVICE (\$60/yr for up to 5 devices)**for autonomy and privacy while browsing

>**PASSWORD MGMT (\$23.88/yr for up to 5 devices)** for storing all passwords securely.