

Service Rates

Standard Service*	\$75.00 per hour - 1 hour minimum
On-Site Service**	\$95.00 per hour – 1 hour minimum

*Service includes diagnostics and repairs. Extra charges will apply for hardware components necessary for completion of repair, IE: disk drives, memory, Video cards, Mouse, fuel pumps, tires etc.

**Service includes above. If computer has to be removed from site to store, standard service rates will apply while at store. Computer can be picked up at store or delivered back to site which will be billed at On Site rate for delivery.

Special Services

“Clean Install” of Operating System* - 1.5 hours (\$97.50) if driver disks are provided
2 hour, minimum**** if no driver disks are provided.**

***Involves completely formatting, erasing the hard drive and reinstalling the operating system. **(this will destroy all content on computer)**

Cost does not include file back up, see below.

****Extra charges may apply if 3rd party or other hardware is present in computer for which drivers are not readily available.

Back up files – 1 hour minimum*

(Files are documents, pictures, music files etc. **NOT PROGRAMS**)

- Customer must advise where files are located, IE: My Documents folder or any specific folder on hard drive. (We gotta know where you put this stuff so we can get it.)
- Extra charges may apply if searches are necessary to find specific files.
- This service **Back up files** does **NOT** include backing up, copying **PROGRAMS**. Programs **MUST be RE-INSTALLED** using the original installation disks. In other words, if you have Microsoft Word installed on your computer, we cannot copy it and make it work. (Unless you are using an old DOS program.....and we don't even want to go there.....) You must re-install it using your original Word (or other) disk. If you do not have the disks, and the program was pre-installed when you got your computer, you will need to get the program and associated install code from the company you bought your computer from (Dell, Gateway, Compaq, HP, E-Machines, Alienware, Sam's Club, Wall-mart – Big Idea Enterprises Computers {HEY, should have got it here in the first place, you'd have the disks!!} or you will need to purchase the program. (If you have lost your disks, as long as you have your original license – installation code - you may be able to use a different disk for the exact same program to reinstall your program using your license installation code. You do need a license code to reinstall most software.

* Extra charges may apply if this service is not performed in conjunction with Operating System re-install, IE: backing up files to disk, media or supplied hard drive where extra time and media (disks) are needed.

Cloning content of hard drive to new hard drive. 1 hour minimum*****

- This copies the entire content of hard drive including programs to a new drive.
- If source drive is stable, copy should be successful. **NOTE:** Any errors present on the source drive will be copied over to the destination (new) drive. **If errors exist on source drive, copy may be unsuccessful. 1 hour minimum charge will apply whether or not clone is successful due to time spent** (I still gotta pay the rent) .
- It may be necessary to re-activate the operating system after process is complete, that may require speaking to a Microsoft customer service representative.

*****Extra charges may apply if service includes other services such as re-activation activities, speaking to Microsoft to re-activate the product.

New Hard Drive installation - \$65.00

Does not include File transfer OS install or cost of hard drive.

Motherboard Installation - \$65.00

Includes setting Motherboard drivers. Does not include File transfer OS install or cost of motherboard.

RAM (Memory) installation - \$35.00

(Does not include cost of RAM)

PCI card installation

– Network, Sound, Video (PCI or AGP), Modem, etc. \$35.00 includes driver install, testing for NIC & modem involves extra cost. Does not include cost of PCI or AGP card

Just for Fun

Installation of Pet inside computer case

Cat – (up to Persian) \$300.00

Dog (Chihuahua) \$350.00

Rhino \$855.00 *Depends on case size & cooling capacity.

Elephant – How much you got ??

Prices do not include pet. Pets must be supplied by customer requesting this service.

Faith Healing

New Age – Waving of sheets, chanting, recovering past-life experiences.

Cost Includes recovery of past-life files & associated hardware drivers.

Extra charge may apply for recovering lost past-life files and any toll charges for phone calls to Shirley McClain.

Exorcism – Attempted removal of demons from PC

Cost includes all bed-side attention during procedure.

Extra charges may apply due to availability of Holy water, cleric assistance and vomit removal from PC.

*New demons are discovered every day. BIE can only guarantee that known demons can be recognized and removed. New demons may very well infect your computer after returning home in which case a new exorcism may be necessary. Costs associated with the original procedure are non refundable but will be credited to your account in a future life.

Voodoo or other Occult type actions

Cost includes all bed-side attention during procedure.

Extra charges will apply for chickens or any other animal products used in procedure and for blood removal from PC. BIE will not be responsible for non-removable stains on PC's or for voices that may erupt from PC following service.

** BIE will not be responsible for any hardware or software damage due to use of Holy water, animal excretion, advice from Shirley or human vomit during performance of requested services. Warranty may be voided by actions performed. Please consult your computer manufacturer for details.