



Computer Repair Price Guide

Repair Services	
Initial Diagnostic Fee	
Diagnostic Fee (deducted from total repair cost)	\$50
Standard Services	
Basic Software Troubleshooting	\$170
Operating System Reinstall (no data backup)	\$170
General Hardware Repair (RAM or SSD upgrades)	\$170
Specialised Services	
Laptop Screen Replacement	Starting at \$170 (price varies based on model)
Basic Data Recovery (including OS installation)	Starting at \$200
Virus and Malware Removal	\$200
Insurance Assessments and Reports	\$170
Custom Build Assembly	Quoted before commencement
Other Complex Repairs	Quoted based on scope and complexity

Please note:

- Prices are including GST and subject to change without notice.
- All diagnostic fees must be paid upfront.
- Any additional costs for parts will be confirmed with the customer before beginning the repair.



IT Support Rate Guide (home users)

Support and Consultation Rates	
In-Office Consultation Rates	
Short Consultation (up to 15 min)	\$85
Standard Consultation (15–45 min)	\$120
Extended Consultation (1 hr)	\$170
Onsite IT Support Rates (travel time included)	
Onsite IT Support Call-Out (hourly rate)	\$155
Remote IT Support Rates	
Remote IT Support Session (up to 15 min)	\$90
Remote IT Support Session (hourly rate)	\$155

Please note:

- **All prices are including GST** and subject to change without notice.
- **Phone Support Charges:** Phone advice may incur a consultation fee based on the time and assistance provided. Charges will be confirmed at the start of the call.
- **Travel Fees for Onsite Support:** Travel fees apply for onsite visits and will be quoted and confirmed before the appointment.
- **Minimum Billing Time:** Onsite and remote support services are billed with a minimum charge that is listed above. Additional time is billed in 15-minute increments.
- **After-Hours Rates:** Consultations and IT support provided outside of regular business hours are billed at an after-hours rate. Please contact us to confirm rates for evening, weekend, or holiday support.
- **Technical Limitations:** Some issues may require an onsite visit for full resolution. If a remote session cannot address the issue, onsite support may be recommended and charged accordingly.
- **Scope of Services:** Remote and onsite support services cover standard troubleshooting, diagnostics, and minor repairs. Specialised repairs or extensive troubleshooting may incur additional fees, which will be communicated before proceeding.

