

Pricing, Rates & Cancellation Policy

Effective Date: January 1, 2026

This Pricing, Rates & Cancellation Policy explains how Computer Repair Queens charges for services, diagnostics, repairs, and cancellations. By scheduling an appointment or using our services, you agree to the terms outlined below.

1. Job-Based Pricing (Not Hourly)

Computer Repair Queens charges **by the job, not by the hour**. Pricing is based on the type of service, complexity of the repair or installation, parts required, and labor involved. We do not offer hourly billing under any circumstances.

2. \$99 Diagnostic & Dispatch Fee

A **\$99 diagnostic and dispatch fee** is required to schedule any in-home or on-site service appointment.

- This fee covers technician dispatch, professional diagnostics, troubleshooting, and initial evaluation.
- Minor adjustments or brief repairs may be completed during the diagnostic visit at the technician's discretion.
- The \$99 fee is required **upfront** to confirm your appointment date and time.
- Once payment is received, a technician will be scheduled and a representative may reach out to confirm details.

3. Diagnostic Fee Credit Toward Repairs

If additional repairs or services are required beyond the diagnostic visit, the **\$99 diagnostic fee will be applied as a credit** toward the total cost of the approved repair or service.

- The diagnostic fee acts as a deposit toward further work.
- If the client approves additional repairs, the remaining balance will be billed accordingly.
- If no further repairs are approved, the diagnostic fee covers the completed evaluation and technician visit.

4. Repairs, Installations & Additional Services

After diagnostics are completed, the technician will explain the issue, recommended solutions, and pricing for any additional repairs or services.

- All additional repairs or installations are billed separately.
- Pricing is based on the required service, parts, and labor.
- No further work will be performed without customer approval.

5. Payment Requirements

Payment for services is required **upfront** before work begins.

- The \$99 diagnostic fee must be paid to schedule a technician.
- Payment for approved repairs or services must be completed before service execution.
- Payments may be charged to the card on file or completed through approved payment methods.

Accepted payment methods include:

- Credit & Debit Cards (Visa, Mastercard)
- Cash
- Zelle
- Cash App
- PayPal
- Invoices (when applicable)

6. Non-Refundable Diagnostic Fee

The \$99 diagnostic and dispatch fee becomes **non-refundable once a technician is dispatched**.

- This fee compensates technician time, travel, and professional evaluation.
- Time spent during diagnostics is at the technician's professional discretion.
- Completion of diagnostics does not guarantee repair if additional work is declined.

7. Cancellations & Refunds

Customers may cancel or reschedule appointments under the following conditions:

- Cancellations made **at least 24 hours before technician dispatch** are eligible for a full refund to the original payment method.
- Same-day cancellations or cancellations after technician dispatch are **not eligible for a refund**.
- No-shows will result in forfeiture of the diagnostic fee.

8. Service Completion & Final Billing

If a full repair or installation is approved after diagnostics:

- The \$99 diagnostic fee will be deducted from the final service total.
- The remaining balance must be paid before or at the time of service.
- All pricing is confirmed prior to repair commencement.

9. Pricing Adjustments

Pricing may vary depending on appliance type, condition, availability of parts, and service complexity. All pricing discussions and approvals occur before work begins.

10. Contact Information



For questions regarding pricing, diagnostics, or cancellations, please contact us:

Computer Repair Queens

Email: Computer Repair Queens@gmail.com

Phone: 929-678-5513

Service Area: New York & New Jersey

By scheduling an appointment, you acknowledge that you have read, understood, and agreed to this Pricing, Rates & Cancellation Policy.