



New note added to Ticket #195366

2 messages

iFixYouri <support@ifixyouri.com>
Reply-To: ssama@ifixyouri.com

Fri, Feb 3, 2017 at 4:41 PM



HQ - Palm Beach Gardens Service Center

E-Mail: support@ifixyouri.com

Phone: [\(888\) 494-4349](tel:(888)494-4349)

Hello,

You have a new update to your order:



We've put your computer through our water damage repair process and we and are happy to report that everything is testing good except for your keyboard.

The all the keys responsive except the power button, The computer can't be turned on/off with the power button. The keyboard needs to be replaced.

The cost to replace the keyboard is \$149.99, which includes the labor and all the little screws necessary to replace the rivets currently holding your keyboard in.

Please let us know how you would like for us to proceed.

Thank you for choosing iFixYouri!

Steven

Please let us know if you have any questions. Thanks again for your business!

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To: ssama@ifixyouri.com

Fri, Feb 3, 2017 at 4:49 PM

Hi Steven,

Thank you so much for your update on my computer. I'm very glad that it has turned on and is working well internally -- I would like to go ahead and have the keyboard replaced by you all, and am fine with the additional charge of \$149.99 to do

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so. Will this be charged to the card I used to originally pay for the water damage repair, or will I be sent an invoice on my account online to be paid? Either is fine with me - whatever is easiest/fastest for you.

Thank you very much again.

Best,



[Quoted text hidden]