

Electronic Solutions, Inc.



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Customer Authorization to Format Hard Drive

Formatting your hard drive is required to return your system to an operating state. This may be due to corrupt data or a physical problem with your hard drive.

Formatting will cause you to lose all data and programs on the drive. For us to return the hard drive to an operating condition, you will need to provide us with the original setup disk, operating programs and any other programs that you or the manufacturer initially provided. The operating program such as Windows 98, Windows ME, Windows 2000 or Windows XP will have to be provided before we format the drive or at least a Proof of License Certificate of Authenticity, which is the decal from Microsoft that all PCs should have on them certifying the system has a valid license for the software.

You must also provide the setup CDs for any other programs that you have such as:

- Internet setup CD such as AOL, ESI, Earthlink, DirectWay, CharterNet, etc.
- Microsoft Office including Word, Excel, Access, Power Point, etc.
- Antivirus, Firewall
- Photo editing software
- Other programs

Please list the programs here you expect to be reloaded on the newly formatted hard drive:

Operating System _____

If you expect us to attempt to save documents or picture files, please list them here:

I (your name) _____ authorize ESI to format my hard drive and I understand that ESI can only re-load the programs that I have the original CDs for. I also understand that I will lose all data, documents, pictures, emails, mail list and all other personal data on the hard drive unless I have identified the items above. ESI is not responsible for the loss of data.

Signed – Customer Name

Date