NAPLES COMPUTERS HOW-TO · BUSINESS I.T.

What Happens After You Drop Off Your Computer, Step by Step

Dropping off a computer for repair doesn't have to be a black box. This guide walks through what actually happens between drop-off and pickup: the free diagnostic, hearing back before any work starts, and the final check before your computer comes back to you.

What to expect

No surprises; you'll know what's happening at every step.

A free diagnostic comes first
Before any work starts, we find out what's actually wrong.

You approve before work begins
Nothing happens to your computer until you say go.

Your data is handled carefully
Backed up first when the repair could affect it.

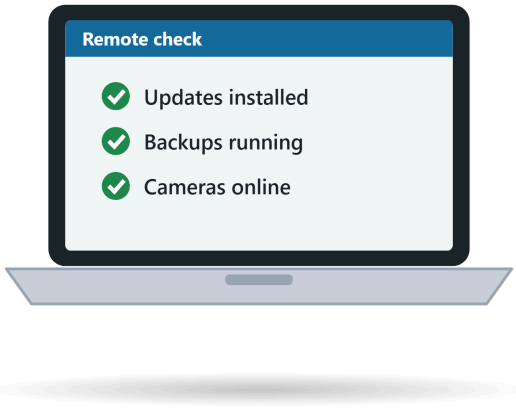
Step by step

AFTER DROP-OFF

? What actually happens after drop-off?

It's not a black box; here's what happens between drop-off and pickup, step by step.

WHAT TO DO
We're Naples Computers, since 1993.



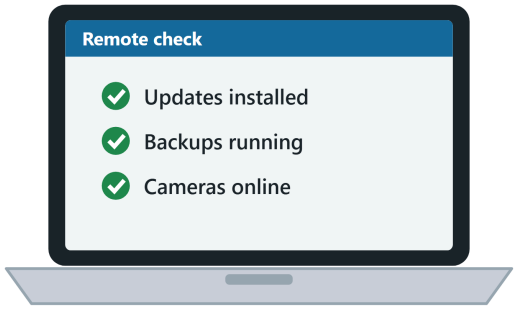
STEP 1 OF 3

Check-in, then a free diagnostic

We note what you told us about the problem, then run a diagnostic to confirm what's actually going on.

WHAT TO DO

This is where "it freezes after I open Outlook" turns into an actual answer.



Confirming what's actually wrong

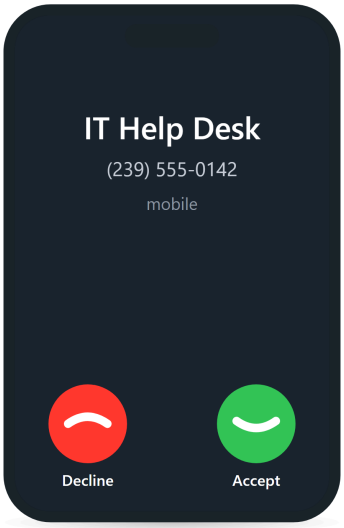
STEP 2 OF 3

You hear back before any work starts

We explain what we found and what it would take to fix, so you can decide before anything happens.

WHAT TO DO

No surprises; you're in the loop before a single part gets touched.



You decide, before anything happens

STEP 3 OF 3

! The repair, then a final check

Data backed up first if the work could affect it, the repair itself, and a check that everything actually works before pickup.

WHAT TO DO

You get a plain explanation of what was done, not just the computer back.



Checked before it comes back to you

A few things worth knowing

- [ ] Ask questions during the diagnostic call
  It's your chance to understand what's actually wrong before deciding anything
- [ ] Remote or on-site help are options too
  Not every fix needs an in-person drop-off
- [ ] Se habla español
  Help is available in Spanish, in person or by phone

Recap: after you drop off your computer

- [ ] A free diagnostic comes first, before any work starts
- [ ] You hear back and approve before anything happens
- [ ] Data is backed up first when the repair could affect it
- [ ] A final check happens before you get it back

Ask questions during the diagnostic call; it's your chance to understand what's actually wrong, and to decide, before any work begins.

Ready to find out what's wrong?

Call 239-513-1960

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