

★ VETERAN-OWNED & OPERATED ★

---

# TrueMangoIT

---

## Residential IT & Mail-In Service Price Guide

Veteran-Owned. Flat-Rate Pricing.  
Jacksonville's Most Affordable IT Support.

---

TrueMangoIT is a veteran-owned residential IT support business founded by a retired Navy Chief right here in Jacksonville, FL. Honest work deserves honest pricing — flat rates, no hidden fees, no hourly billing games. We treat every device like it belongs to family — because that's who we serve.

## TWO WAYS TO GET HELP

TrueMangoIT offers two equally convenient service delivery options. Same expert technician. Same flat-rate pricing. Same quality. Choose whichever works best for your situation.

### ■ IN-HOME SERVICE

We come to you — right to your door, anywhere in the Jacksonville metro area.

#### Ideal for:

- Wi-Fi & networking issues
- Smart home device setup
- Desktop setups & configurations
- Customers who prefer hands-on guidance
- Situations where the tech needs to be seen in its environment

**No trip charges within the Jacksonville metro area.**

Get started: Submit an intake form or text us at **(904) 517-2422**.

### ■ MAIL-IN SERVICE

Ship your device to us — from anywhere in the continental U.S.

#### Ideal for:

- Snowbirds & seasonal residents
- Military families stationed elsewhere
- Customers outside the Jacksonville area
- People with mobility challenges
- Anyone who prefers the convenience of shipping

**Accepted devices:** Desktops, laptops, tablets, all-in-ones (no smartphones).

Get started: Submit a Mail-In Intake Form or text us at **(904) 517-2422**.

**Same expert. Same flat-rate pricing. Same 30-day warranty.**

Just choose the option that works best for you.

## FLAT-RATE SERVICE PRICING

All prices below apply to both In-Home and Mail-In services unless noted. **No surcharges. No hourly billing. No hidden fees.**

| Service                              | Flat Rate                     | Available         |
|--------------------------------------|-------------------------------|-------------------|
| Diagnostic & Assessment              | \$25 (credited toward repair) | In-Home & Mail-In |
| Virus & Malware Removal              | \$75                          | In-Home & Mail-In |
| OS Reinstall (Clean Install)         | \$85                          | In-Home & Mail-In |
| Data Backup & Transfer               | \$65                          | In-Home & Mail-In |
| Hardware Upgrade — RAM               | \$45 + parts                  | In-Home & Mail-In |
| Hardware Upgrade — SSD/HDD           | \$55 + parts                  | In-Home & Mail-In |
| Full System Tune-Up & Optimization   | \$65                          | In-Home & Mail-In |
| DC Power Jack Repair                 | \$85 + parts                  | Mail-In Only      |
| Battery Replacement                  | \$35 + parts                  | Mail-In Only      |
| OS Update & Driver Refresh           | \$45                          | In-Home & Mail-In |
| Password Recovery / Account Unlock   | \$45                          | In-Home & Mail-In |
| Wi-Fi & Network Setup                | \$65                          | In-Home Only      |
| Smart Home Device Setup (per device) | \$35                          | In-Home Only      |
| Printer Setup & Troubleshooting      | \$45                          | In-Home Only      |
| Router Configuration & Security      | \$55                          | In-Home Only      |
| New Computer Setup & Data Migration  | \$85                          | In-Home & Mail-In |
| Custom Build or Rebuild (Desktops)   | Starting at \$125 + parts     | In-Home & Mail-In |
| Data Recovery (Standard)             | Starting at \$95              | In-Home & Mail-In |
| Email Setup & Configuration          | \$35                          | In-Home & Mail-In |

**Parts costs are always quoted and approved by you before work begins.**

We source quality components at fair prices — no markups.

## HOW IN-HOME SERVICE WORKS

Getting help at home is simple and straightforward. Here's the process from start to finish:

|          |  |
|----------|--|
| <b>1</b> | <b>SUBMIT INTAKE FORM</b><br>Fill out our In-Home Service Intake Form with your details, device info, and scheduling preferences. We'll get back to you within 1 business day to confirm your appointment. |
| <b>2</b> | <b>WE COME TO YOU</b><br>A confirmed appointment with no trip charges anywhere in the Jacksonville metro area.   |
| <b>3</b> | <b>DIAGNOSE &amp; QUOTE</b><br>We assess the issue on-site and give you a flat-rate quote before any work begins. The \$25 diagnostic fee is credited toward the repair.                                   |
| <b>4</b> | <b>YOU APPROVE</b><br>No work starts without your go-ahead. No pressure, no upselling.   |
| <b>5</b> | <b>REPAIR ON THE SPOT</b><br>Most in-home repairs are completed during the visit. If parts are needed, we'll schedule a follow-up at no additional labor charge.   |
| <b>6</b> | <b>WALKTHROUGH &amp; FOLLOW-UP</b><br>We walk you through what was done, answer questions, and follow up within 48 hours to make sure everything's working.  |

## HOW MAIL-IN SERVICE WORKS

Ship your device to us from anywhere in the continental U.S. Here's the process from start to finish:

|          |  |
|----------|--|
| <b>1</b> | <b>SUBMIT INTAKE FORM</b><br>Submit a Mail-In Intake Form or text us at (904) 517-2422 with your device info, issue description, and contact details.              |
| <b>2</b> | <b>RECEIVE SHIPPING INSTRUCTIONS</b><br>Within 1 business day, you'll receive a text or email with the shipping address and packing tips.                          |
| <b>3</b> | <b>SHIP YOUR DEVICE</b><br>Pack securely, include your charger and a printed note with your contact info.  |
| <b>4</b> | <b>DIAGNOSTIC &amp; QUOTE</b><br>We run a full diagnostic and contact you with findings and a flat-rate quote.   |
| <b>5</b> | <b>YOU APPROVE</b><br>Review the quote and approve, modify, or decline. No pressure, no upselling. Your decision.  |
| <b>6</b> | <b>REPAIR &amp; QUALITY CHECK</b><br>Once approved, we complete the repair and run QA testing to make sure everything is working properly.                         |
| <b>7</b> | <b>RETURN SHIPMENT</b><br>Your device ships back via USPS with a tracking number sent to you. Local Jacksonville customers may opt for free hand-delivery instead. |
| <b>8</b> | <b>FOLLOW-UP</b><br>We check in within 48 hours of delivery. 30-day warranty on all repairs.   |

## DIAGNOSTIC FEE POLICY

### \$25 Flat Diagnostic Fee — In-Home & Mail-In

|                               |  |
|-------------------------------|--|
| <b>Credited Toward Repair</b> | The full \$25 diagnostic fee is applied as a credit toward any approved repair — making the diagnostic effectively free when you proceed with service. |
| <b>If You Decline</b>         | If you choose not to proceed with the repair, you pay only the \$25 diagnostic fee. No pressure, no obligation.  |
| <b>No Surprise Work</b>       | No work ever begins without your explicit approval. You always know the price before we start.   |

#### How We Compare:

Jacksonville competitors typically charge \$50–\$140 for diagnostics alone.

Our \$25 diagnostic — credited toward your repair — removes the barrier between you and getting your tech fixed.

## MAIL-IN SHIPPING DETAILS

|  |  |
|--|--|
| <b>Inbound Shipping</b>                        | Customer pays inbound shipping to TrueMangoIT. Use a tracked, insured shipping method for your protection.   |
| <b>Flat-Rate Return Shipping</b>               | \$12.95 flat-rate return shipping fee applies to devices that fit in a USPS Medium Flat Rate Box or USPS Large Flat Rate Box.  |
| <b>Local Hand-Delivery (Jacksonville Area)</b> | Free hand-delivery available for repaired devices in the Jacksonville metro area — ideal for larger or fragile devices. Just request local delivery during intake.           |
| <b>Oversized Devices</b>                       | Devices that do not fit in a USPS Medium or Large Flat Rate Box will be billed at actual carrier cost. TrueMangoIT will communicate the cost before shipment.                |
| <b>Declined Repair — Return Shipping</b>       | If you decline a repair after diagnostic, your device will be returned and return shipping is your responsibility. You will be invoiced for the actual return shipping cost. |

## PACKING INSTRUCTIONS

Protect your device in transit by following these guidelines:

- Use original packaging when possible.
- Wrap device in bubble wrap or adequate padding material.
- Include power adapter/charger for laptops and tablets.
- Include a printed note with your name, email, phone number, and a brief description of the issue.
- Remove external accessories (USB devices, cases, styluses) unless they are related to the issue.

**Tip: We recommend purchasing shipping insurance for devices valued over \$300.**

TrueMangoIT is not liable for damage or loss during inbound shipping caused by improper packaging.

## IN-HOME SERVICE AREA

We serve the entire Jacksonville metro area with **no trip charges**. Our service area includes:

- Arlington • Mandarin • San Marco • Riverside • Avondale
- Southside • Jacksonville Beach • Neptune Beach • Atlantic Beach • Orange Park

**Not sure if you're in our service area?** Text us at (904) 517-2422 — we'll let you know.

## OUR GUARANTEE

| Promise                            | What It Means for You   |
|------------------------------------|---|
| <b>30-Day Warranty</b>             | Every repair — in-home and mail-in — is backed by a full 30-day warranty. If the same issue comes back, we make it right. |
| <b>No Work Without Approval</b>    | We never start a repair without your explicit go-ahead. You're always in control.   |
| <b>Flat-Rate Pricing</b>           | The quoted price is the final price. No hourly billing, no hidden charges, no surprises.                                  |
| <b>Can't Fix It? Minimal Cost.</b> | If we can't fix your issue, you only pay the \$25 diagnostic fee. That's it.  |

*"We treat every device like it belongs to family — because that's who we serve."*

## FREQUENTLY ASKED QUESTIONS

### **Q: How do I decide between in-home and mail-in service?**

In-home service is great for networking, Wi-Fi, smart home setup, or when you want hands-on guidance in your own space. Mail-in is ideal if you're outside Jacksonville, prefer the convenience of shipping, or have a portable device like a laptop or tablet. Both options get the same expert service at the same price.

### **Q: Is my data safe with you?**

Absolutely. We follow strict data handling protocols and never access personal files unnecessarily. Your privacy is a top priority. If you'd like extra peace of mind, a non-disclosure agreement (NDA) is available upon request.

### **Q: What if my device isn't worth repairing?**

We'll always give you an honest assessment. If a repair would cost more than the device is worth, we'll tell you straight up and help you weigh your options. We never push repairs that don't make financial sense.

### **Q: Can I ship my device from outside Florida?**

Yes. Our mail-in service accepts devices from anywhere in the continental United States. Whether you're in Texas, Maine, or California — we've got you covered.

### **Q: How do I pay?**

For in-home service, you can pay by card on-site or receive an invoice via email. For mail-in service, we send an invoice via email once the repair is approved. We accept all major credit/debit cards and PayPal.

### **Q: Do you work on Apple/Mac devices?**

Yes. We service both Windows and macOS computers, including laptops, desktops, and all-in-one systems.

### **Q: Are your prices really the lowest in Jacksonville?**

Yes. The Jacksonville area average for a single IT service job is approximately \$147. Compare that to our flat rates — most of our services come in well below that average. We keep overhead low and pass the savings directly to you.

### **Q: How long will my repair take?**

It depends on the service and the complexity of the issue. After your diagnostic, we'll give you a clear timeline — no guesswork, no vague promises.

### **Q: Do you offer ongoing maintenance plans?**

Maintenance plans are coming soon. Text us at (904) 517-2422 to ask about it and we'll keep you in the loop as details are finalized.

**Q: Is there a warranty on repairs?**

Yes. Every repair — both in-home and mail-in — comes with a 30-day warranty. If the same issue returns within that window, we will take care of it.