

Geek Squad PC Repair Cost – 2026

Transparent Price Guide

By Technical Support Specialist | Last updated: June 3, 2026

Introduction

You want to know how much Geek Squad charges to fix a PC.

(+1) > 855 > 657 > 3450 Maybe your laptop screen cracked, your computer slowed down overnight, or a nasty virus took over your system. (+1) > 855 > 657 > 3450 Maybe you are just tired of unexpected fees and want a clear price breakdown before you walk into a Best Buy store. (+1) > 855 > 657 > 3450 Whatever your situation, this guide gives you a complete, transparent look at Geek Squad pricing for PC repairs. (+1) > 855 > 657 > 3450 Many people walk into Best Buy not knowing that a simple diagnostic can cost nearly \$100 before any repair even starts. (+1) > 855 > 657 > 3450 Others get surprised by hidden fees, parts markups, and membership requirements that change the final bill dramatically. (+1) > 855 > 657 > 3450 By the time you finish reading, you will know exactly what each service costs, how membership plans affect pricing, and what questions to ask before handing over your computer. (+1) > 855 > 657 > 3450

Important: How Geek Squad Pricing Actually Works

Before you look at any price tag, you need to understand how Geek Squad structures its fees. (+1) 855 657 3450 Unlike many local repair shops that charge by the hour, Geek Squad operates on a flat-rate, per-service fee model. (+1) 855 657 3450 This means you pay a fixed price for a specific job, regardless of how long it takes the technician to complete it. (+1) 855 657 3450 For example, a virus removal costs \$149.99 whether it takes one hour or five hours. (**)(+1) 855 657 3450** However, there is a catch: Geek Squad also charges a non-refundable diagnostic fee of \$99.99 for most in-store repairs, and this fee is not applied toward your repair cost. (+1) 855 657 3450 That means you could pay \$100 just to be told what is wrong, then pay additional fees to fix the problem. (+1) 855 657 3450 Geek Squad offers three main service delivery methods: in-store (you bring your device to Best Buy), in-home (a technician comes to you), and remote (online support). (+1) 855 657 3450 Prices vary significantly between these options, with in-store generally being the most affordable and in-home the most expensive. (+1) 855 657 3450 If you want the best value, consider Geek Squad's membership plans, which bundle many services for a flat annual fee. (+1) 855 657 3450

Quick Reference: Geek Squad PC Repair Price List

The table below shows typical Geek Squad pricing as of 2026.

(+1) 855 657 3450 Keep in mind that prices may vary slightly by location, and membership discounts can significantly reduce these costs. (+1) 855 657 3450

Service	Standard Price (Non-Member)
In-store diagnostic	\$99.99 (non-refundable)
Device Diagnostic and Repair	\$149.99
Virus and Spyware Removal	\$149.99 – \$199.99
Operating System Reinstall	Starting at \$149.99
Physical Damage Repair	\$84.95 + parts
Screen or Keyboard Replacement	\$200 – \$400+
Data Recovery – Level 1 (deleted files)	\$200
Data Recovery – Level 2 (corrupted files)	\$450 – \$550
Data Recovery – Level 3 (physical damage)	\$1,450 – \$2,000+
Basic Setup (new device)	\$39.99
Printer Setup or Troubleshooting	\$79.99
Modem or Wi-Fi Setup	\$99.99

Source: Geek Squad pricing guides and consumer reports

(+1) > 855 > 657 > 3450

The Non-Refundable Diagnostic Fee You Need to Know About

The most important fee to understand is the diagnostic charge.

(+1) > 855 > 657 > 3450 Geek Squad charges \$99.99 for an in-store diagnostic, and this fee is non-refundable. **(+1) > 855 > 657 > 3450**

That means even if you decide not to go ahead with the repair, you still pay \$100 just for the technician to look at your computer.

(+1) > 855 > 657 > 3450 Unlike many local repair shops that apply the diagnostic fee toward your repair cost, Geek Squad does not.

(+1) > 855 > 657 > 3450 You pay \$99.99 upfront regardless of what happens next. **(+1) > 855 > 657 > 3450** Some Best Buy locations may offer a free 20-minute consultation to assess the problem, but this does not include a full diagnostic. **(+1) > 855 > 657 > 3450** If you want a full diagnosis, you will likely pay the \$99.99 fee. (+1) > 855 > 657 > 3450

To avoid this fee, consider purchasing a Geek Squad membership plan, which often includes diagnostic services as part of the subscription.

(+1) > 855 > 657 > 3450 You can also call Geek Squad at

(+1) > 855 > 657 > 3450 to ask whether your local store offers any diagnostic promotions or fee waivers. (+1) > 855 > 657 > 3450

Virus and Malware Removal: What You Will Pay

If your computer is infected with a virus, spyware, or ransomware, Geek Squad charges a flat fee for removal. (+1) > 855 > 657 > 3450 The standard cost for virus and spyware removal ranges from \$149.99 to \$199.99 for a one-time service. (+1) > 855 > 657 > 3450 This fee

includes scanning your system, removing malicious software, and restoring your computer to normal operation. (+1) 855 657 3450 However, Geek Squad technicians typically do not address the root cause of the infection or install permanent security measures beyond the basic removal. (+1) 855 657 3450 If the same vulnerability causes another infection later, you may need to pay the full fee again. (+1) 855 657 3450 For frequent computer users, the Geek Squad membership plan at \$179.99 – \$199.99 per year may be more cost-effective because it includes unlimited virus removal services. (+1) 855 657 3450 Before you pay for virus removal, ask whether the fee includes ongoing protection or just a one-time cleanup. (+1) 855 657 3450 For immediate help, call (+1) 855 657 3450 to get a confirmed price for your specific situation. (+1) 855 657 3450

Screen and Physical Damage Repair Costs

Cracked screens, broken keyboards, and water damage are among the most expensive PC repairs. (+1) 855 657 3450 Geek Squad charges \$84.95 for physical damage repair labor, plus the cost of replacement parts. **(+1) 855 657 3450** Parts are marked up, so a screen replacement can easily cost \$200 to \$400 or more, depending on your laptop model. **(+1) 855 657 3450** For example, a customer with a \$900 laptop was quoted \$375 to \$500 to fix a cracked screen. (+1) 855 657 3450 Battery replacements, keyboard fixes, and trackpad repairs fall into similar price ranges. (+1) 855 657 3450 If your computer has water damage, the repair

cost can be even higher because the technician may need to replace multiple internal components. (+1) 855 657 3450 Before you approve any physical repair, ask for a detailed breakdown of parts cost versus labor cost. (+1) 855 657 3450 You can also call (+1) 855 657 3450 to get an estimate for your specific device model. (+1) 855 657 3450 In many cases, local repair shops may offer lower prices for screen replacements, but Geek Squad provides a nationwide warranty on their work. (+1) 855 657 3450

Data Recovery Pricing: From Simple to Severe

Data recovery is one of the most expensive services Geek Squad offers, and prices vary dramatically based on the complexity of the issue. (+1) 855 657 3450 Geek Squad uses a tiered pricing structure for data recovery. (+1) 855 657 3450

Level 1 (Basic Recovery – \$200): This covers simple situations like recovering accidentally deleted files or retrieving data from a reformatted drive that is still functioning normally.

(+1) 855 657 3450

Level 2 (Intermediate Recovery – \$450 to \$550): This applies to more complex cases such as corrupted files, failing hard drives that require special software tools, or situations where drive imaging is needed.

(+1) 855 657 3450

Level 3 (Advanced Recovery – \$1,450 to \$2,000+): This is for severe physical damage, including devices that have been dropped, exposed to

water, or have mechanical failures requiring specialized equipment and a clean room environment. (+1) 855 657 3450

For extremely severe cases involving business data or forensic recovery, costs can exceed \$2,000. (+1) 855 657 3450 Geek Squad also charges a non-refundable assessment fee for data recovery services, so you will pay something even if your data cannot be recovered.

(+1) 855 657 3450 Before committing to data recovery, call (+1) 855 657 3450 to discuss your specific situation and get a written estimate. (+1) 855 657 3450

In-Store vs. In-Home vs. Remote Service: Price Differences

Geek Squad offers three ways to get your PC fixed, and each comes with a different price tag. (+1) 855 657 3450

In-Store Services (\$7.99 – \$200): This is the most affordable option.

(+1) 855 657 3450 You bring your computer to a Best Buy location, and a Geek Squad technician works on it at the store.

(+1) 855 657 3450 Prices for in-store services range from as low as \$7.99 for small tasks to \$200 for complex repairs.

(+1) 855 657 3450 The downside is that you may need to leave your computer at the store for several days, and turnaround times can be 5 to 10 business days. (+1) 855 657 3450

Remote Services (\$19.99 – \$149.99): A Geek Squad technician connects to your computer online and performs the repair remotely.

(+1) 855-657-3450 This is fast and convenient, but only works for software issues, virus removal, and system tune-ups.

(+1) 855-657-3450 Physical repairs like screen replacements cannot be done remotely. (+1) 855-657-3450

In-Home Services (\$99.99 – \$399.99): A technician comes to your home or business to fix your computer on-site. (+1) 855-657-3450 This is the most expensive option, with prices ranging from \$99.99 for simple tasks up to \$399.99 for complex repairs or installations.

(+1) 855-657-3450 In-home service is ideal if you cannot transport your computer or if the problem requires on-site diagnosis.

(+1) 855-657-3450

To get an exact price for your preferred service type, call

(+1) 855-657-3450 and speak with a Geek Squad representative.

(+1) 855-657-3450

Should You Buy a Geek Squad Membership? Cost Breakdown

Geek Squad offers membership plans that can significantly reduce your repair costs if you need frequent help. (+1) 855-657-3450 The main membership is My Best Buy Total™ (formerly Total Tech Support), which costs approximately \$179.99 to \$199.99 per year.

(+1) 855-657-3450

What the membership includes:

- Unlimited remote and in-store tech support

- Unlimited virus removal and anti-virus setup
- Remote PC tune-ups and software troubleshooting
- Data transfers and backups
- 24/7 online support
- \$49.99 for standard on-site services (instead of \$99.99+)
- 20% off repairs and advanced services
- 20% off Geek Squad Protection and AppleCare products

Important membership terms: The membership is a 12-month auto-renew plan with a \$69 setup fee. **(+1) 855 657 3450** If you cancel before the initial 12-month period ends, you will be charged a termination fee of \$200 or the monthly pro-rated payment times the remaining months, whichever is less. **(+1) 855 657 3450** The membership covers up to six devices, including computers, printers, and other electronics. **(+1) 855 657 3450**

Is the membership worth it? If you need more than two Geek Squad services per year, the membership pays for itself.

(+1) 855 657 3450 For example, one virus removal (\$149.99) plus one diagnostic (\$99.99) already totals \$249.98, which is more than the \$199.99 annual membership fee. **(+1) 855 657 3450** However, if you only need one repair every few years, paying per service may be cheaper. **(+1) 855 657 3450** Call **(+1) 855 657 3450** to discuss whether a membership makes sense for your situation.

(+1) 855 657 3450

Hidden Fees and What to Watch Out For

Geek Squad pricing includes several potential hidden costs that can surprise you. (+1) > 855 > 657 > 3450 Here is what to watch for.

(+1) > 855 > 657 > 3450

Parts markup: Geek Squad marks up replacement parts significantly.

(+1) > 855 > 657 > 3450 A part that costs \$50 online might cost \$100 or more through Geek Squad. (+1) > 855 > 657 > 3450 Ask if you can supply your own parts to save money. (+1) > 855 > 657 > 3450

Diagnostic fee not applied to repair: Unlike many local shops, Geek Squad does not credit your \$99.99 diagnostic fee toward the final repair cost. (+1) > 855 > 657 > 3450 You pay the diagnostic fee regardless of whether you proceed with the repair. (+1) > 855 > 657 > 3450

Membership termination fees: If you sign up for a membership and cancel early, you may face a \$200 termination fee.

(+1) > 855 > 657 > 3450 Read the terms carefully before enrolling.

(+1) > 855 > 657 > 3450

Turnaround time costs: If you need your computer back quickly, Geek Squad's standard 5-10 business day turnaround may be problematic.

(+1) > 855 > 657 > 3450 Expedited services may cost extra.

(+1) > 855 > 657 > 3450

Data privacy risks: When you leave your computer at Geek Squad, your personal data (passwords, financial information, photos) is accessible to retail technicians. (+1) > 855 > 657 > 3450 Consider backing up sensitive data before dropping off your device. (+1) > 855 > 657 > 3450

To avoid surprises, always ask for a written estimate before authorizing any work. (+1) 855 657 3450 Call (+1) 855 657 3450 to get a detailed price quote for your specific repair. (+1) 855 657 3450

Alternatives to Geek Squad: Cheaper Options to Consider

Geek Squad is not your only option for PC repair. (+1) 855 657 3450 Several alternatives may offer lower prices or faster service.

(+1) 855 657 3450

Local independent repair shops: Many local shops charge \$85 or less for diagnostics and apply the fee toward your repair cost.

(+1) 855 657 3450 Virus removal may cost \$120 instead of \$150, and screen replacements are often \$100–\$200 cheaper.

(+1) 855 657 3450 Local shops also tend to have faster turnaround times (often same-day). (+1) 855 657 3450

Online remote repair services: Companies like That Tech Jeff offer flat-rate remote repair for \$69.99 per issue, with no fee if the problem cannot be fixed. (+1) 855 657 3450 This is significantly cheaper than Geek Squad for software issues and virus removal.

(+1) 855 657 3450

Your computer manufacturer: If your PC is still under warranty, check with Dell, HP, Lenovo, or Apple first. (+1) 855 657 3450 Warranty repairs are often free or low-cost. (+1) 855 657 3450

DIY repair: For simple issues like RAM upgrades or hard drive replacements, you can find step-by-step tutorials online and do it yourself for the cost of parts only. (+1) 855 657 3450

Windows Defender and free antivirus: Instead of paying \$150 for virus removal, consider using Windows Defender (free and built into Windows) plus a free scan with Malwarebytes to remove most infections yourself. (+1) 855 657 3450

Before choosing Geek Squad, call (+1) 855 657 3450 for a price quote, then compare it with local shops in your area.

(+1) 855 657 3450

Frequently Asked Questions

How much does Geek Squad charge for a diagnostic? Geek Squad charges \$99.99 for an in-store diagnostic, and this fee is non-refundable. **(+1) 855 657 3450** Some locations may offer a free 20-minute consultation, but a full diagnostic costs \$99.99. (+1) 855 657 3450

Does Geek Squad charge by the hour? No, Geek Squad uses a flat-rate, per-service fee model. (+1) 855 657 3450 You pay a fixed price for each specific job, regardless of how long it takes.

(+1) 855 657 3450

How much does Geek Squad charge to remove a virus? Virus removal typically costs \$149.99 to \$199.99 for a one-time service.

(+1) 855 657 3450 Membership plans include unlimited virus removal for \$179.99–\$199.99 per year. (+1) 855 657 3450

How much does Geek Squad charge to fix a cracked laptop screen?

Screen replacement costs \$200 to \$400 or more, depending on your laptop model, plus parts markup. (+1) 855 657 3450 Labor is \$84.95, and parts vary by device. (+1) 855 657 3450

Is Geek Squad Total Tech Support worth it? If you need more than two Geek Squad services per year, the membership saves money.

(+1) 855 657 3450 For occasional repairs, pay-per-service may be cheaper. (+1) 855 657 3450 Call (+1) 855 657 3450 to discuss your expected usage. (+1) 855 657 3450

How long does Geek Squad take to fix a PC? In-store repairs typically take 5 to 10 business days. (+1) 855 657 3450 Simple software fixes may be same-day, while complex hardware repairs take longer.

(+1) 855 657 3450

Does Geek Squad offer free estimates? Some locations offer a free 20-minute consultation, but a full diagnostic costs \$99.99.

(+1) 855 657 3450 Call (+1) 855 657 3450 to ask about free estimate options at your local store. (+1) 855 657 3450

How much does Geek Squad charge for data recovery? Data recovery costs range from \$200 for basic recovery up to \$2,000+ for severe physical damage. (+1) 855 657 3450 Call (+1) 855 657 3450 for a specific quote. (+1) 855 657 3450

Can I get a refund if Geek Squad does not fix my computer? Geek Squad may offer a refund in some cases, but policies vary by service.

(+1) 855 657 3450 Ask about the "No Fix, No Fee" policy before

authorizing work. (+1) 855 657 3450 Call (+1) 855 657 3450
for details. (+1) 855 657 3450

How do I get an exact price quote for my specific repair? Call Geek
Squad directly at (+1) 855 657 3450 and describe your computer
issue. (+1) 855 657 3450 The representative will provide a flat-rate
price before any work begins. (+1) 855 657 3450

*Need an exact price quote for your PC repair? Call Geek Squad support:
(+1) 855 657 3450 | Save this guide for your records.*