

Geek Squad Hourly Rate – 2026 Price Transparency Guide

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

Introduction

You want to know how much Geek Squad charges per hour. (+1) 855 657 3450 Maybe you need a computer repaired and you are worried about an hourly bill running out of control. (+1) 855 657 3450 Maybe you have heard that Geek Squad is expensive and you want to see the real numbers before you book a service. (+1) 855 657 3450 Whatever your situation, this guide gives you a complete, transparent breakdown of Geek Squad's hourly costs and flat-rate pricing. (+1) 855 657 3450 Many people search for an hourly rate, but the truth is that Geek Squad does not typically charge by the hour – instead, they use a flat-rate, per-service fee structure for most common repairs. (+1) 855 657 3450 This means you pay a fixed price for a specific job, like \$149.99 for virus removal, regardless of whether it takes one hour or five hours. (+1) 855 657 3450 By the time you finish reading, you will know exactly what Geek Squad costs per service, how their pricing compares to hourly models, what hidden fees to watch for, and how a membership can save you money. (+1) 855 657 3450

Important: Geek Squad Uses Flat-Rate Pricing, Not Hourly Billing

Before you look at any price, you need to understand how Geek Squad actually bills its customers. (+1) 855 657 3450 Contrary to what many people assume, Geek Squad does not charge an hourly rate for the vast majority of its services. (+1) 855 657 3450 Instead, they operate on a flat-rate, per-service fee structure, meaning 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, and a basic computer setup costs \$39.99 regardless of the time involved. (+1) 855 657 3450 This pricing model eliminates the uncertainty of an hourly bill and allows you to know the exact price upfront before any work begins. (+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 flat-rate fees to fix the problem. (+1) > 855 > 657 > 3450 If you want an exact price quote for your specific situation, call Geek Squad directly at (+1) > 855 > 657 > 3450 and describe your issue to a representative.
(+1) > 855 > 657 > 3450

So Does Geek Squad Ever Charge by the Hour?

While flat-rate pricing is the standard for most computer repairs, there are certain situations where Geek Squad may bill on an hourly basis. (+1) > 855 > 657 > 3450 In-home service visits, remote support calls that exceed standard package limits, and custom or complex jobs that do not fit into a flat-rate category may be billed by the hour. (+1) > 855 > 657 > 3450 For basic PC support during an in-home visit, hourly rates typically range from \$100 to \$200 per hour, with some sources reporting rates as high as \$199 per hour for standard in-home PC support.

(+1) > 855 > 657 > 3450 For more complex issues, such as networking setup or advanced troubleshooting, the price can go even higher depending on the time and complexity involved. (+1) > 855 > 657 > 3450 Remote support, when billed hourly, usually costs less – typically between \$49.99 and \$99.99 per hour, depending on the type of assistance you need. (+1) > 855 > 657 > 3450 Some sources indicate that hourly rates for Geek Squad services generally start at \$39.99 and can go up to \$149.99 per hour, with the average customer reporting being billed between \$59 and \$129 per hour. (+1) > 855 > 657 > 3450 To know for sure whether your specific repair will be flat-rate or hourly, you must call Geek Squad at (+1) > 855 > 657 > 3450 and speak directly with a support agent before authorizing any work.
(+1) > 855 > 657 > 3450

In-Store Service Pricing: Flat Fees from \$7.99 to \$200

If you bring your computer to a Best Buy store, Geek Squad charges flat fees that are generally much lower than hourly rates for in-home visits. (+1) > 855 > 657 > 3450 In-store services range from as low as \$7.99 for very small tasks up to \$200 for more complex repairs. (+1) > 855 > 657 > 3450 A basic computer setup costs \$39.99, virus removal costs \$149.99, and a full diagnostic costs \$99.99 (non-refundable).
(+1) > 855 > 657 > 3450 Other common in-store services include printer

troubleshooting (\$79.99), modem or Wi-Fi setup (\$99.99), operating system reinstall (starting at \$149.99), and data recovery for simple deleted files (\$200).

(+1) > 855 > 657 > 3450 The advantage of in-store service is that you know the exact price upfront, and there is no surprise if the technician takes longer than expected.

(+1) > 855 > 657 > 3450 The disadvantage 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 You also pay the \$99.99 diagnostic fee regardless of whether you proceed with the repair, and this fee is not credited toward the final bill.

(+1) > 855 > 657 > 3450 To confirm the exact flat fee for your specific issue, call

Geek Squad at (+1) > 855 > 657 > 3450 before you go to the store.

(+1) > 855 > 657 > 3450

Remote Support Pricing: \$19.99 to \$149.99 for Online Help

Remote support is when a Geek Squad technician connects to your computer over the internet to diagnose and fix software problems. (+1) > 855 > 657 > 3450 This is typically the most affordable option because there is no travel time involved.

(+1) > 855 > 657 > 3450 Remote services range from \$19.99 to \$149.99, depending on the complexity of the issue. (+1) > 855 > 657 > 3450 Basic remote troubleshooting might cost \$19.99 to \$39.99, while more involved services like virus removal (\$149.99) or data backup and transfer are at the higher end of the range.

(+1) > 855 > 657 > 3450 If remote support is billed by the hour rather than as a flat fee, the hourly rate typically falls between \$49.99 and \$99.99 per hour.

(+1) > 855 > 657 > 3450 The advantage of remote support is that it is fast (often same-day), convenient (no travel required), and generally less expensive than in-home visits. (+1) > 855 > 657 > 3450 However, remote support can only fix software issues; physical repairs like cracked screens, broken keyboards, or water damage cannot be handled remotely. (+1) > 855 > 657 > 3450 Also, some customers have reported that remote support sessions can run longer than expected,

increasing the cost if billed hourly. (+1) > 855 > 657 > 3450 To avoid surprises, call

Geek Squad at (+1) > 855 > 657 > 3450 and ask whether your specific problem qualifies for a flat-rate remote service or if it will be billed by the hour.

(+1) > 855 > 657 > 3450

In-Home Service Pricing: \$99.99 to \$399.99 per Visit

If a technician comes to your home to fix your computer, this is the most expensive option because the price includes travel time and the convenience of on-site service. (+1) > 855 > 657 > 3450 In-home services range from \$99.99 to \$399.99, depending on the complexity of the job. (+1) > 855 > 657 > 3450 For basic PC support during an in-home visit, hourly rates typically start around \$100 to \$150 per hour, with some sources reporting rates as high as \$199 per hour for standard in-home PC support. (+1) > 855 > 657 > 3450 A typical breakdown for an in-home visit might include a service call fee of \$99 plus 1 hour of labor at \$90 to \$120, bringing the total to \$189 to \$219 for a simple repair. (+1) > 855 > 657 > 3450 For more complex jobs like networking setup, advanced troubleshooting, or TV mounting, the total cost can reach \$399.99 or more. (+1) > 855 > 657 > 3450 The advantage of in-home service is that you do not need to transport your computer, and the technician can see the problem in its actual environment. (+1) > 855 > 657 > 3450 The disadvantage is the high cost, and the fact that you may be billed by the hour if the job takes longer than expected. (+1) > 855 > 657 > 3450 Many in-home services are offered as flat-rate packages, but you should always confirm this before scheduling. (+1) > 855 > 657 > 3450 To get an exact price quote for an in-home visit, call Geek Squad at (+1) > 855 > 657 > 3450 and describe your issue in detail so the agent can tell you whether it is a flat-rate job or an hourly billing situation. (+1) > 855 > 657 > 3450

Flat-Rate Price List for Common Geek Squad Services

The table below shows typical flat-rate prices for common Geek Squad services 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)
Basic computer setup	\$39.99
Virus and malware removal	\$149.99

Operating system reinstall	Starting at \$149.99
Printer troubleshooting	\$79.99
Modem or Wi-Fi setup	\$99.99
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+
Physical damage repair (labor only)	\$84.95 + parts
Screen or keyboard replacement	\$200 – \$400+
In-home PC support (per hour)	\$100 – \$200+
Remote support (flat-rate)	\$19.99 – \$149.99
Remote support (hourly)	\$49.99 – \$99.99 per hour

Source: *Geek Squad pricing guides and consumer reports* (+1) 855 657 3450

Should You Buy a Geek Squad Membership? Cost-Benefit Analysis

Geek Squad offers a membership called My Best Buy Total™ that can significantly reduce your repair costs if you need frequent help. (+1) 855 657 3450 This annual membership 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, remote PC tune-ups, data backups, 24/7 online support, \$49.99 for standard on-site services (instead of \$99.99+), and 20% off repairs (labor only). (+1) 855 657 3450

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 may be charged a termination fee of up to \$200.

(+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 Additionally, members get 20% off labor for repairs, which can save you another \$20 to \$80 per repair. (+1) 855 657 3450 However, if you only need one repair every few years, paying per service may be cheaper. (+1) 855 657 3450 To decide whether a membership makes sense for you, call Geek Squad at (+1) 855 657 3450 and ask a representative to compare your expected usage against the membership cost. (+1) 855 657 3450

Hidden Fees and What to Watch Out For

Geek Squad pricing includes several potential hidden costs that can surprise you if you are not prepared. (+1) 855 657 3450 Here is what to watch for. (+1) 855 657 3450

****Non-refundable diagnostic fee of \$99.99:**** 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 regardless of whether you proceed with the repair. (+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

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

Travel charges for in-home visits: Some in-home service quotes include a service call fee that covers travel time, but if the technician has to travel a long distance, additional fees may apply. (+1) > 855 > 657 > 3450 Always ask whether the quoted price includes all travel costs. (+1) > 855 > 657 > 3450

Expedited service fees: 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, sometimes \$150 more for same-day service. (+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 Geek Squad at (+1) > 855 > 657 > 3450 to get a detailed price quote for your specific repair, and ask explicitly if there are any additional fees beyond the quoted price. (+1) > 855 > 657 > 3450

Alternatives to Geek Squad: Cheaper Options to Consider

Geek Squad is not your only option for PC repair, and several alternatives may offer lower hourly rates or flat fees. (+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 Their hourly rates typically range from \$40 to \$100 per hour, which is significantly lower than Geek Squad's in-home rates. (+1) > 855 > 657 > 3450 Virus removal at a local shop often costs \$50 to \$150, compared to Geek Squad's \$149.99 flat fee. (+1) > 855 > 657 > 3450 Screen replacements are often \$100–\$200 cheaper than Geek Squad. (+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 per hour for in-home PC support? For basic PC support during an in-home visit, Geek Squad typically charges between \$100 and \$200 per hour, with some sources reporting rates as high as \$199 per hour. (+1) >855 >657 >3450 For more complex issues like networking setup or advanced troubleshooting, the rate can be higher. (+1) >855 >657 >3450 Call (+1) >855 >657 >3450 for an exact quote. (+1) >855 >657 >3450

Does Geek Squad charge by the hour for remote support? Sometimes, but most remote services are offered as flat-rate packages ranging from \$19.99 to \$149.99. (+1) >855 >657 >3450 If billed hourly, remote support typically costs \$49.99 to \$99.99 per hour. (+1) >855 >657 >3450 Call (+1) >855 >657 >3450 to find out which applies to your situation. (+1) >855 >657 >3450

What is the diagnostic fee for Geek Squad? Geek Squad charges \$99.99 for an in-store diagnostic, and this fee is non-refundable. (+1) >855 >657 >3450 Unlike many local shops, Geek Squad does not apply this fee toward your repair cost. (+1) >855 >657 >3450

How much does virus removal cost at Geek Squad? Virus removal costs a flat fee of \$149.99, regardless of how long it takes. (+1) >855 >657 >3450 This is a flat-rate service, not an hourly charge. (+1) >855 >657 >3450

Is the My Best Buy Total™ membership worth it? If you need more than two Geek Squad services per year, the \$179.99–\$199.99 annual membership pays for itself. (+1) >855 >657 >3450 It includes unlimited remote and in-store support, 20% off repairs, and free virus removal. (+1) >855 >657 >3450 Call (+1) >855 >657 >3450 to discuss whether it makes sense for your expected usage. (+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 in detail. (+1) 855 657 3450 The representative will tell you whether the job has a flat-rate fee or an hourly billing structure, and provide a written estimate before any work begins. (+1) 855 657 3450

What is the hourly rate for a Geek Squad technician's labor? Geek Squad technicians earn between \$15 and \$25 per hour, but the company charges customers significantly more – typically \$100 to \$200 per hour for in-home visits. (+1) 855 657 3450 The difference covers overhead, training, insurance, and profit. (+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 Expedited service may cost extra. (+1) 855 657 3450

Are Geek Squad prices negotiable? In most cases, Geek Squad prices are fixed and not negotiable. (+1) 855 657 3450 However, you can ask about discounts for multiple services, or consider the membership plan to reduce overall costs. (+1) 855 657 3450 Call (+1) 855 657 3450 to ask about any current promotions. (+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. (+1) 855 657 3450