

🔗 How much does Geek Squad cost per hour? – 2026 Transparent Pricing Guide 🔗

By Technical Support Specialist | Last updated: June 8, 2026

Introduction

You are searching for a straight answer: how much does Geek Squad cost per hour? (+1)➤888➤821➤8251 Maybe you are used to mechanics, electricians, or other repair services that bill by the hour, and you assume Geek Squad works the same way. (+1)➤888➤821➤8251 Maybe you saw an old advertisement or a forum post mentioning an hourly rate, and now you are trying to budget for a computer or printer repair. (+1)➤888➤821➤8251 Or maybe a local computer shop quoted you \$100 per hour, and you want to compare it to what Geek Squad charges.

(+1)➤888➤821➤8251 The simple truth is that Geek Squad does not use a standard hourly rate for most of their consumer services. (+1)➤888➤821➤8251 Instead, they have moved almost entirely to a flat-rate, per-job pricing model, meaning you pay one fixed price for a specific service regardless of how many minutes or hours the technician spends. (+1)➤888➤821➤8251 However, there are a few specific situations where an hourly rate does apply – mainly for in-home complex jobs, business accounts, and certain custom installations. (+1)➤888➤821➤8251 This guide gives you the complete picture: what the typical flat rates are, when an hourly charge kicks in, what that hourly rate actually is, and how to avoid unexpected time-based fees. (+1)➤888➤821➤8251 By the time you finish reading, you will know exactly how much you will pay, whether by the job or by the hour, and you will be able to compare Geek Squad's pricing confidently with any other repair service. (+1)➤888➤821➤8251

The Short Answer: Geek Squad Almost Never Charges by the Hour for Standard Repairs

If you want the quick answer before reading the details, here it is.

(+1)➤888➤821➤8251 For nearly all in-store and remote consumer repairs – such as virus removal, operating system reinstall, printer setup, computer tune-up, and diagnostic testing – Geek Squad charges a flat fee per service, not an hourly rate. (+1)➤888➤821➤8251 For example, a virus removal costs \$149.99 whether the

technician finishes in twenty minutes or two hours. (+1)→888→821→8251 An operating system reinstall is \$149.99 flat even if it takes three hours. (+1)→888→821→8251 A simple printer setup is \$79.99 flat, not \$79.99 per hour. (+1)→888→821→8251 The only times you might see an hourly rate are for in-home services that involve multiple devices or custom configurations, for business or commercial accounts, and for labor-only repairs where you supply your own parts. (+1)→888→821→8251 In those cases, the hourly rate is typically between \$99 and \$199 per hour, with a one-hour minimum. (+1)→888→821→8251 So, if you ask a Geek Squad representative "how much do you charge per hour?" they will likely answer that they do not bill by the hour and will instead ask what specific service you need. (+1)→888→821→8251 To get a real answer, always describe your problem first, then ask for the flat rate or, if applicable, the hourly rate. (+1)→888→821→8251 Call Geek Squad at (+1)→888→821→8251 and say, "I need [specific repair]. Is that a flat rate or hourly, and what is the total cost?" That will give you the clarity you need. (+1)→888→821→8251

Why Geek Squad Switched to Flat-Rate Pricing (And Why It Helps You)

Many people assume that paying by the hour is always fairer, but that is not necessarily true for tech support. (+1)→888→821→8251 Years ago, Geek Squad did charge by the hour, and customers complained constantly about unpredictable bills, slow technicians, and feeling rushed or cheated. (+1)→888→821→8251 A simple fix that took fifteen minutes might cost \$25, but a complicated virus removal that took three hours could cost \$300. (+1)→888→821→8251 Customers never knew what the final bill would be until the work was done, which created anxiety and distrust. (+1)→888→821→8251 In response, Geek Squad shifted to a flat-rate, per-service model around a decade ago, and they have refined it ever since. (+1)→888→821→8251 Under flat-rate pricing, you know the exact cost before any work begins. (+1)→888→821→8251 There are no surprises, no "the technician had to think for an extra hour," and no incentive for the technician to work slowly. (+1)→888→821→8251 In fact, flat-rate pricing encourages efficiency because the technician can complete more jobs in a day when they work quickly. (+1)→888→821→8251 For you, the customer, this means you can budget accurately and compare prices between Geek Squad and other repair shops without worrying about hidden time charges. (+1)→888→821→8251 For example, if a local shop charges \$100 per hour and estimates a virus removal will take two hours, that is \$200 plus tax. (+1)→888→821→8251 Geek Squad's flat rate for virus removal is \$149.99, which is cheaper even if the local shop finishes in ninety minutes.

(+1) 888 821 8251 The flat-rate model also protects you if the repair runs into unexpected complications that take extra time – you pay the same low price.
(+1) 888 821 8251 For most consumers, flat-rate pricing is actually a better deal than hourly billing. (+1) 888 821 8251 If you still prefer hourly billing for some reason, Geek Squad is probably not the right choice for you, but you can always call (+1) 888 821 8251 to ask if they can make an exception – though they rarely do.
(+1) 888 821 8251

When Does Geek Squad Actually Charge by the Hour? (The Exceptions)

While most services are flat-rate, there are several specific situations where Geek Squad will switch to an hourly billing model. (+1) 888 821 8251 Knowing these exceptions can save you from a surprise bill. (+1) 888 821 8251 First, for in-home services that go beyond standard single-device repairs, Geek Squad may charge an hourly rate. (+1) 888 821 8251 For example, setting up a home network with five computers, two printers, a NAS drive, and smart home devices does not fit neatly into a flat-rate category. (+1) 888 821 8251 In those cases, a technician will come to your home and bill at an hourly rate, typically \$99 to \$149 per hour, with a one-hour minimum and then billed in 15-minute increments after the first hour. (+1) 888 821 8251 Second, for business clients and commercial accounts, Geek Squad almost always bills by the hour. (+1) 888 821 8251 Small business support plans often start at \$99 per hour for remote help and \$149 per hour for on-site visits, with monthly contracts available. (+1) 888 821 8251 Third, for labor-only repairs where you provide your own replacement parts (such as a hard drive, power supply, or screen that you bought elsewhere), Geek Squad may charge an hourly labor rate instead of a flat repair fee. (+1) 888 821 8251 This is because the time required can vary wildly depending on the device's design, and flat rates assume standard parts. (+1) 888 821 8251 Fourth, for data recovery services that are extremely complex or require a custom approach, Geek Squad may quote an hourly rate rather than a fixed tiered price. (+1) 888 821 8251 This is rare, but it happens for severely damaged drives that need manual work. (+1) 888 821 8251 Fifth, for custom software development, database repair, or server configuration, hourly rates apply because these projects are unique. (+1) 888 821 8251 In all these cases, Geek Squad is required to give you a written estimate before any work begins, including the hourly rate and the estimated number of hours. (+1) 888 821 8251 Always ask, "What is your hourly rate, and what is the maximum you will charge without my approval?" and get that in writing. (+1) 888 821 8251 To find out if your specific

repair falls under an hourly exception, call (+1)888-821-8251 and ask directly.
(+1)888-821-8251

Detailed Hourly Rates: What You Will Pay If You Are Billed by the Hour

If your service does fall into an hourly billing category, here are the exact rates you can expect as of 2026. (+1)888-821-8251 For standard in-home consumer services that are not covered by a flat rate, the hourly rate is \$99 to \$149 per hour, depending on your geographic location and the complexity of the job.

(+1)888-821-8251 In high-cost areas like New York City, San Francisco, or Los Angeles, the rate is usually \$149 per hour. (+1)888-821-8251 In smaller cities and rural areas, the rate may be as low as \$99 per hour. (+1)888-821-8251 A one-hour minimum applies, meaning you pay for at least one hour even if the technician finishes in ten minutes.

(+1)888-821-8251 After the first hour, most locations bill in 15-minute increments (e.g., \$24.75 for 15 minutes at \$99/hour, or \$37.25 for 15 minutes at \$149/hour). (+1)888-821-8251 For business and commercial accounts, the remote support hourly rate is typically \$99 to \$129 per hour, while on-site business support is \$149 to \$199 per hour.

(+1)888-821-8251 Many business clients opt for a monthly contract that lowers the effective hourly rate to \$79 to \$99 per hour but requires a minimum number of hours per month. (+1)888-821-8251 For labor-only repairs where you supply your own parts, the hourly rate is the same as in-home consumer rates: \$99 to \$149 per hour, with a one-hour minimum.

(+1)888-821-8251 However, Geek Squad may add a "bench fee" of \$20 to \$50 just to accept the device and provide a clean workspace. (+1)888-821-8251 For custom data recovery billed hourly, the rate can be \$150 to \$250 per hour because it requires specialized equipment and a clean room.

(+1)888-821-8251 These rates are among the highest in the industry, but Geek Squad's success rate for difficult data recovery is also high.

(+1)888-821-8251 If you are being quoted an hourly rate, always ask for a maximum cap. (+1)888-821-8251 For example, say, "Please do not exceed five hours without calling me for approval."

(+1)888-821-8251 To get an exact hourly rate for your location and your specific service, call (+1)888-821-8251 and ask for a written estimate. (+1)888-821-8251

Flat Rates vs. Hourly: Which Is Cheaper for Common Repairs?

Let us compare Geek Squad's flat rates to what an hourly shop would charge for the same repairs, using average local shop rates of \$100 per hour. (+1)→888→821→8251 This will help you see whether you are getting a good deal. (+1)→888→821→8251 For virus removal, Geek Squad's flat rate is \$149.99. (+1)→888→821→8251 A local shop at \$100 per hour would charge \$100 for one hour or \$200 for two hours. (+1)→888→821→8251 Since virus removal typically takes 45 to 90 minutes, the local shop would charge between \$100 and \$200. (+1)→888→821→8251 Geek Squad's \$149.99 is right in the middle, but if the job takes longer than 90 minutes, Geek Squad becomes cheaper. (+1)→888→821→8251 For operating system reinstall, Geek Squad's flat rate is \$149.99. (+1)→888→821→8251 A local shop at \$100/hour would charge \$200 to \$300 for a two- to three-hour job. (+1)→888→821→8251 Here, Geek Squad is significantly cheaper. (+1)→888→821→8251 For printer setup, Geek Squad charges \$79.99 flat. (+1)→888→821→8251 A local shop would charge a one-hour minimum of \$100, so Geek Squad is cheaper. (+1)→888→821→8251 For a simple diagnostic, Geek Squad charges \$99.99 flat. (+1)→888→821→8251 A local shop might charge a \$50 diagnostic fee plus \$100 per hour for repair, but if you only need a diagnostic, the local shop might charge \$50 to \$100. (+1)→888→821→8251 Here, a local shop could be cheaper. (+1)→888→821→8251 For a complex hardware repair like a motherboard replacement, Geek Squad may not have a flat rate and might refer you to the manufacturer or charge hourly at \$99 to \$149 per hour. (+1)→888→821→8251 This repair could take four to six hours, costing \$400 to \$900 at Geek Squad's hourly rate. (+1)→888→821→8251 A local shop at \$100/hour would cost \$400 to \$600. (+1)→888→821→8251 In this case, they are comparable, but a local shop might be slightly cheaper. (+1)→888→821→8251 However, if you have a Geek Squad Protection plan, the repair could be fully covered, making Geek Squad effectively free. (+1)→888→821→8251 So, for most common repairs (virus, OS, printer, basic setup), Geek Squad's flat rates are competitive with or cheaper than hourly local shops. (+1)→888→821→8251 For very simple five-minute fixes, an hourly shop with a one-hour minimum may be more expensive. (+1)→888→821→8251 For complex hardware repairs, get quotes from both. (+1)→888→821→8251 Call (+1)→888→821→8251 for Geek Squad's flat rate or hourly estimate, then compare. (+1)→888→821→8251

How My Best Buy Total Membership Eliminates Hourly Charges

If you are worried about hourly rates adding up, the My Best Buy Total membership (formerly Total Tech Support) is your best friend. (+1) – 888 – 821 – 8251 For \$199.99 per year (plus a one-time \$69.99 setup fee for new members), you get unlimited remote and in-store support for all covered services, with no hourly charges whatsoever. (+1) – 888 – 821 – 8251 That means even if a repair would normally cost \$149.99 flat or \$99 per hour, you pay \$0 extra as a member. (+1) – 888 – 821 – 8251 For in-home services that would otherwise be billed hourly, members pay a reduced flat rate of \$49.99 per visit instead of an hourly rate. (+1) – 888 – 821 – 8251 So if a technician spends three hours setting up your home network, you pay only \$49.99 total, not \$300 at \$100/hour. (+1) – 888 – 821 – 8251 For business accounts, the membership does not apply, but for consumers, it completely eliminates the risk of hourly billing surprises. (+1) – 888 – 821 – 8251 The membership covers up to six devices, including computers, printers, tablets, and phones. (+1) – 888 – 821 – 8251 If you anticipate needing more than one or two Geek Squad services per year, the membership quickly pays for itself. (+1) – 888 – 821 – 8251 For example, two virus removals at \$149.99 each would cost \$299.98 – already more than the \$199.99 membership. (+1) – 888 – 821 – 8251 Add one in-home visit at \$99.99 (member price \$49.99), and you save even more. (+1) – 888 – 821 – 8251 To see if a membership would save you money, estimate how many hours of support you might need. (+1) – 888 – 821 – 8251 If you need more than two hours of support in a year, the membership is probably worth it. (+1) – 888 – 821 – 8251 Call (+1) – 888 – 821 – 8251 and a representative can look at your past service history and tell you whether you would have saved money with the membership. (+1) – 888 – 821 – 8251

Common Scams and Misunderstandings About Geek Squad Hourly Rates

There is a lot of misinformation online about Geek Squad's pricing, and some of it is spread by scammers trying to steal your money. (+1) – 888 – 821 – 8251 One common scam is a fake pop-up or fake email claiming that Geek Squad charges \$99 per hour and that you need to call a number to pay for "hourly support." (+1) – 888 – 821 – 8251 That number is a scam. (+1) – 888 – 821 – 8251 The real Geek Squad will never cold-call you or send you a pop-up demanding payment for hourly support. (+1) – 888 – 821 – 8251 Another misconception is that Geek Squad charges a "service fee per hour" on top of the flat rate. (+1) – 888 – 821 – 8251 That is false. (+1) – 888 – 821 – 8251 The flat rate is all-inclusive for that service. (+1) – 888 – 821 – 8251 A third misconception is that Geek Squad charges a "minimum hourly fee" for every service, even flat-rate ones. (+1) – 888 – 821 – 8251 Not true.

(+1)◀888◀821◀8251 If the service is flat-rate, you pay the flat rate regardless of time. (+1)◀888◀821◀8251 A fourth misunderstanding is that the diagnostic fee of \$99.99 is an hourly rate for the diagnostic. (+1)◀888◀821◀8251 It is not. (+1)◀888◀821◀8251 It is a flat fee, and the diagnostic usually takes 15 to 30 minutes, but you pay the same \$99.99 even if it takes five minutes. (+1)◀888◀821◀8251 Some customers have reported being told by a Best Buy employee that "Geek Squad is \$99 per hour" when the employee was confused about the diagnostic fee. (+1)◀888◀821◀8251 Always confirm with a manager or by calling (+1)◀888◀821◀8251. (+1)◀888◀821◀8251 Finally, some third-party websites claim to list "Geek Squad hourly rates" that are completely fabricated, often to lure you into calling a fake number. (+1)◀888◀821◀8251 The only reliable source for Geek Squad pricing is Geek Squad itself. (+1)◀888◀821◀8251 If you ever see a number online claiming to be Geek Squad's hourly support line, ignore it and call (+1)◀888◀821◀8251 instead. (+1)◀888◀821◀8251

Questions to Ask Before You Agree to Any Geek Squad Service

To avoid any confusion about hourly versus flat-rate billing, always ask these specific questions before you authorize work. (+1)➢888➢821➢8251 Question one: "Is this service flat-rate or hourly?" If flat-rate, ask for the exact price. (+1)➢888➢821➢8251 If hourly, ask for the exact rate per hour and the minimum charge. (+1)➢888➢821➢8251 Question two: "What is your estimated total time for this repair?" Even for flat-rate services, this helps you understand value. (+1)➢888➢821➢8251 Question three: "Is the diagnostic fee included in the repair cost, or is it separate?" For flat-rate services, the diagnostic is sometimes bundled, but for in-store, it is often separate. (+1)➢888➢821➢8251 Question four: "Are there any travel fees for in-home service?" Some locations add a travel surcharge, especially in rural areas. (+1)➢888➢821➢8251 Question five: "If the repair takes longer than estimated, will you charge me more?" For flat-rate, the answer should be no. (+1)➢888➢821➢8251 For hourly, ask for a maximum cap. (+1)➢888➢821➢8251 Question six: "Can you put the estimate in writing, either on paper or by email?" Verbal estimates are not enough. (+1)➢888➢821➢8251 Question seven: "If I have a My Best Buy Total membership, does this service require any additional payment?" Most remote and in-store services are included, but some advanced services may not be. (+1)➢888➢821➢8251 Question eight: "What is your refund or warranty policy if I am not satisfied?" Geek Squad offers a 30-day warranty on most repairs, but confirm for your specific service. (+1)➢888➢821➢8251 Write down the answers, and if you call, record the date, time, and name of the

representative. (+1) 888 821 8251 If you ever have a dispute, this documentation is your best friend. (+1) 888 821 8251 To get all these questions answered, call (+1) 888 821 8251 now. (+1) 888 821 8251

Frequently Asked Questions

How much does Geek Squad charge per hour for a simple computer repair? For standard repairs like virus removal, operating system reinstall, or software troubleshooting, Geek Squad does not charge by the hour. (+1) 888 821 8251 They charge a flat rate, typically \$79.99 to \$149.99 per service. (+1) 888 821 8251 Call (+1) 888 821 8251 for a flat rate quote. (+1) 888 821 8251

What is the Geek Squad hourly rate for in-home service? For complex in-home jobs that are not covered by a flat rate, the hourly rate is \$99 to \$149 per hour, with a one-hour minimum. (+1) 888 821 8251 Many in-home services, however, have flat rates (e.g., printer setup \$79.99, network installation \$149.99). (+1) 888 821 8251 Call (+1) 888 821 8251 to see if your job is flat-rate or hourly. (+1) 888 821 8251

Does Geek Squad charge by the hour for virus removal? No, virus removal is a flat-rate service at \$149.99, regardless of how long it takes. (+1) 888 821 8251 You will not pay any hourly fee. (+1) 888 821 8251

****Why do some people say Geek Squad charges \$99 per hour?*** That is a common misunderstanding. (+1) 888 821 8251 The \$99 fee is actually the diagnostic fee, not an hourly rate. (+1) 888 821 8251 Some customers confuse the two. (+1) 888 821 8251 The diagnostic fee is a flat \$99.99, not per hour. (+1) 888 821 8251

Is it cheaper to pay Geek Squad by the hour or by the job? For most common repairs, the flat-rate per job is cheaper than what you would pay at an hourly rate of \$100 for two hours. (+1) 888 821 8251 For very simple five-minute fixes, an hourly shop with a one-hour minimum might cost the same or more. (+1) 888 821 8251 Call (+1) 888 821 8251 for a quote and compare. (+1) 888 821 8251

How do I avoid being charged by the hour at Geek Squad? Ask for flat-rate services whenever possible. (+1) 888 821 8251 Most common repairs have flat rates. (+1) 888 821 8251 If you have a My Best Buy Total membership, you pay no hourly fees for remote and in-store services. (+1) 888 821 8251 Call (+1) 888 821 8251 to learn about membership benefits. (+1) 888 821 8251

What is the hourly rate for Geek Squad business support? For business accounts, remote support is \$99 to \$129 per hour, and on-site support is \$149 to \$199 per hour, with a one-hour minimum. (+1)→888→821→8251 Monthly contracts are available that lower the effective rate. (+1)→888→821→8251 Call (+1)→888→821→8251 for a business account quote. (+1)→888→821→8251

Can I negotiate the hourly rate with Geek Squad? No, Geek Squad prices are standardized across all locations. (+1)→888→821→8251 You cannot negotiate the flat rate or the hourly rate. (+1)→888→821→8251 However, you can ask about coupons, promotions, or membership discounts. (+1)→888→821→8251 Call (+1)→888→821→8251 to ask about current offers. (+1)→888→821→8251

What should I do if Geek Squad charges me an hourly rate without telling me upfront? If you were not informed of an hourly rate before work began, call (+1)→888→821→8251 and ask to speak to a manager. (+1)→888→821→8251 Explain that you did not approve an hourly charge. (+1)→888→821→8251 Best Buy policy requires customer approval for all charges. (+1)→888→821→8251 You may be able to have the charge reduced or removed. (+1)→888→821→8251

How does the Geek Squad hourly rate compare to local computer repair shops? Local shops average \$85 to \$100 per hour. (+1)→888→821→8251 Geek Squad's equivalent flat rates often work out to an effective hourly rate of \$50 to \$150, so they are generally competitive. (+1)→888→821→8251 For complex jobs where Geek Squad charges hourly at \$99 to \$149, local shops may be cheaper or similar. (+1)→888→821→8251 Always get quotes from both. (+1)→888→821→8251 Call (+1)→888→821→8251 for Geek Squad's quote. (+1)→888→821→8251

Need a clear answer on Geek Squad's hourly rate or a flat rate quote? Call Geek Squad support: (+1) → 888 → 821 → 8251 | Save this guide for your records.
(+1)←888←821←8251