

Computer Repair/Service Agreement

- 1) Disclaimer
 - a. **Curry Technology Services** will only perform and provide computer services, repairs, and upgrades as requested by the customer. **Curry Technology Services** will conduct honest and reasonable service. The goal is to provide the highest quality of services and support.
 - b. There may be circumstances under which your computer cannot be repaired or serviced. It may need to be rebuilt, reformatted, or upgraded. (Examples: Age of PC, Replacement Parts unavailable for specific model, upgrade requires system re-initialization, etc.)
 - c. The length of time required to service the computer cannot be predicted; any completion time provided is to be considered best estimation.
 - d. Customer understands that the potential for data loss is possible during the process of the customers' computer being serviced. Customer agrees that customer has made the necessary backups of their data so that, in the event of such a loss, the data can be restored. **Curry Technology Services** will **NOT** be responsible for data loss. (See section 4.d below)
 - e. The customer authorizes the technician(s) providing the service or repair to install anti-virus and any other necessary software on the customer computer to perform the required services. All software will be deleted/uninstalled upon completion of services.
 - f. Software sales are final and non-refundable. Once software package is opened, installed, and activated, software refunds are not permitted. Restocking fee for purchased but unopened and/or inactivated may occur.
 - g. **Curry Technology Services** will only install legitimately purchased software at the customer's request, and will not be held liable for software incompatibilities or deficiencies
- 2) Bill Terms
 - a. Computer services/repairs are due as stated on the invoice or stated verbally. Typically, billing terms are on a DUE ON RECEIPT or residential and NET30 for Business unless otherwise stated.
 - b. As estimate of cost for work will be provided before performing services if requested by the customer. Estimates are not always guaranteed (See section 1.c above)
 - c. In the case that there is an unforeseen deviation beyond the above estimate amount, every effort will be made to contact the customer and inform the customer of the situation to receive authorization to continue or stop at the estimated limit.
 - d. In the case that the customer cannot be reached, work will stop until contact is established. Once reached, the customer's decision to continue or stop will be honored by **Curry Technology Services**.
 - e. Repaired equipment will NOT be turned back over to the customer until balances due are paid in full unless other agreements were made between customer and **Curry Technology Services**.
 - f. If balance is not paid in full, customer will be charged a \$35.00 late fee every 30 days until balance is paid in full. If more than 2 months late, legal action may be sought to collect all payments. Legal fees incurred from this action will be the sole responsibility of the customer as well as any fees from **Curry Technology Services**.
- 3) Payment Terms
 - a. Full payment is due by the terms listed on the invoice for service, upgrades, and/or repairs.
 - b. Highly expensive parts, hardware and/or software, must be paid in advanced before ordering. Technician will make this determination.
 - c. **Curry Technology Services** accepts cash, check, Visa, MasterCard, and Discover cards.
 - d. There is a \$50.00 service charge on all returned checks.
- 4) Liability
 - a. Services are provided in an effort to fix, upgrade, or otherwise repair the computer for which the customer requested services.
 - b. The customers system will not be intentionally harmed. The primary goal is to fix the computer, not damage it.
 - c. In case of accidental damage of data or data loss due to already existing problems such as viruses, incorrectly configured software/hardware or hardware failure, the customer agrees to hold **Curry Technology Services** NOT liable from damages resulting in such problems.
 - d. It is the responsibility of the customer to back up data before time of service or repair. **Curry Technology Services** will **NOT** be responsible for data loss. (See section 1.d above)
- 5) Support
 - a. Customer satisfaction is our utmost importance
 - b. All services will be conducted in a professional, reasonable, and timely manner while also taking into consideration of the circumstances and nature of technical problems.
- 6) Repairs and Service Guarantee
 - a. All service and repairs are guaranteed for 15 days from the completion/acceptance date on the invoice or service request form. This guarantee excludes parts since manufactures have warranties of their own.
 - b. If later found that the service or repair was incorrectly diagnosed by the technician, **Curry Technology Services** will perform the repair/service **FREE** of labor charge. Only new parts will be charged.
 - c. Normal repair turnaround is 2-4 days. Please contact **Curry Technology Services** after 7-10 days to check status of repair.
- 7) Estimates
 - a. Free estimates will be given by customer by request only.