

COMPUTER REPAIR/SERVICE AGREEMENT

1. DISCLAIMER

- 1.1. Hardin Computer Repair will only perform and provide computer services, repairs, and upgrades as requested by the customer.
2. Hardin Computer Repair will conduct honest, reasonable, and considerate services. The goal is to provide the highest quality of service and support, but specific results cannot be guaranteed.
 - 2.1. Computer service/repairs are provided as a service. There may be circumstances under which your computer cannot be repaired. It will have to be rebuilt or upgraded. (Examples: Age of PC, repair/replacement parts obsolete (memory chips, motherboards, etc.)
 - 2.2. The length of time required to service/repair your computer cannot be predicted. (See item 3.1 below)
 - 2.3. You understand that in the process of working on your computer equipment, there is a potential for data loss. You agree that you have made the necessary backups of your data so that, in the event of such loss, the data can be restored. Hardin Computer Repair will not be responsible for data loss. (See item 5.4 below)
 - 2.4. You authorize the technician(s) providing the service or repair to install anti-virus and any other necessary software on your computer to perform required services. All software will be deleted / uninstalled upon completion of the service only at the customer's request.

3. BILLING TERMS

- 3.1. Computer services/repairs are billed as stated on the service order provided. Charges will be calculated based on the amount of time needed for the repair. Full hour labor charge is \$45 and half hour labor charge is \$25.
- 3.2. An estimate of cost for work will be provided before performing computer services/repairs. Estimates are not guaranteed.
- 3.3. In the case that there is an unforeseen deviation, beyond the above estimated amount, every effort will be made to contact you and inform you of the situation and receive authorization to continue or stop at the estimate limit.
- 3.4. In the case that you cannot be reached, work will stop until contact is established. Once reached, your decision to continue or stop will be honored by Hardin Computer Repair.

4. PAYMENT TERMS

- 4.1. Full payment is due upon completion of services, upgrades, or repairs. In cases where a payment arrangement is agreed upon by both Owner and Customer payment is due no later than 90 days after the initial invoice date.
- 4.2. Computer parts, Estimate Fee, hardware, or/and software that are ordered or special ordered must be paid in advance.
- 4.3. Hardin Computer Repair accepts Cash, Money Order, Check (with Owner Approval), Credit Cards and/or bank account (processed through We Pay systems), and Offer payment arrangements (interest and terms on a per customer basis)

5. LIABILITY

- 5.1. Service(s) are provided in an effort to fix, upgrade, or otherwise repair the computer system(s) for which you request such service(s).

- 5.2. Your system will not be intentionally harmed. The primary goal is to fix your computer, not damage it.
- 5.3. In the case of accidental damage of data to your system or data loss caused by already existing problems in your system such as viruses, bad configured software, or hardware problems/failures -You agree not to hold Hardin Computer Repair and any person(s) associated with Hardin Computer Repair liable.
- 5.4. It is your responsibility to back up your data. Hardin Computer Repair will not be responsible for data loss. (See item 2.3 above)
6. SUPPORT
 - 6.1. Customer satisfaction is our utmost importance.
 - 6.2. All services will be conducted in a professional, reasonable and timely manner. Also, taking into consideration the circumstances and nature of the technical problems.
7. REPAIRS & SERVICE GURANTEEE
 - 7.1. All services and repairs are guaranteed for 30 days from the completion / acceptance date on the Service Order.
 - 7.2. If later found that the service or repair was incorrectly diagnosed by the technician. Then Hardin Computer Repair will perform the repair/service free of any labor charge. Only the new parts will be charged.
 - 7.3. Faulty parts are not covered under Hardin Computer Repair's guarantee. Clients order their parts from 3rd party vendors. Their warranty and/or guarantees apply to their parts.
8. REMOTE SUPPORT
 - 8.1. Remote support requires an active internet connection
 - 8.2. Not all issues may be able to be repaired remotely. If a problem cannot be repaired remotely the client will have the choice to convert the service to an in-person repair.
 - 8.3. We will not work on machines with offensive material displayed in plain view. Our technicians are not allowed to "browse" your files without permission. Public folders such as Downloads and/or Documents folders may be accessed during the repair.
 - 8.4. The 30-day warranty applies to Remote repairs as well, though it remains the responsibility of the customer to ensure that antivirus software is maintained and working. It is also the responsibility of the customer to ensure proper internet safety is observed on the machine.