

Techs-on-Call

Service Policies

1. Definitions/Terminology

- a. We refers to Techs-on-Call and its employees.
- b. You refers to the customer.

2. Warrantees/Guarantees

- a. Techs-on-Call honors all manufacturers' warrantees. On parts that Techs-on-Call bought and installed, we shall replace the part for free within 90 days of the install.
- b. Techs-on-Call guarantees our work. There is a 90 day limited warrantee on all work. Some guarantees carry a statue of limitations, as listed below.
 - i. *Spyware, virus, and other malware removal:* Techs-on-Call guarantees that we removed the malicious software. We do not guarantee that you will never get any malicious software because we cannot control what you do after the service. Exceptions are malicious software that cannot be removed without a fresh install of an operating system or any malicious software you wish to remain on your system.
 - ii. *Operating system service:* Techs-on-Call guarantees to install or repair then activate your operating system as long as you have a valid license of the operating system. If you the customer so choose, Techs-on-Call also agrees to re-install any software which you have a valid license for. Techs-on-Call does not install any software which you do not have any valid license for. Techs-on-Call cannot control the pre-installed software that may exist from the recovery options included with a computer.
 - iii. *Wireless network service:* Techs-on-Call guarantees that all computers are connected to the network. Within 90 days, Techs-on-Call will also fix any wireless networking problems on the computers that we set up.
 - iv. *Custom built PC's:* All custom built PC's carry a 1-year hardware warrantee.
- c. Techs-on-Call cannot guarantee price quotes because of the dynamic nature of the computer industry.
- d. Techs-on-Call guarantees never to do a fresh install of an operating system or to destroy your data without your consent.
- e. Techs-on-Call cannot guarantee a time that your computer will be finished for any off-site work.

3. Hardware Purchasing

- a. Techs-on-Call can, at your discretion, purchase the part retail or order the part.
- b. All part orders are subject to down payments listed below. These down payments may be waived at the discretion of Techs-on-Call.
 - i. *Monitors, printers, computer cases, and custom built PC's* require a 30% down payment.
 - ii. All other parts require a 20% down payment.
- c. The down payment is only refundable if Techs-on-Call has not ordered the part or, in rare cases, the part has yet to ship.

- d. Typical turnaround time for all ordered parts is 3 to 5 business days.
- e. Should you wish to cancel the order or return the part, you may do so within 2 weeks after the part is ordered. Returning the part is dependent on having all included accessories and the part being in good working order.

4. Off-site Work

- a. If a particular job will take an extended amount of time or if Techs-on-Call cannot fix the problem on-site, Techs-on-Call may take your computer and perform the work off-site at your discretion.
- b. All off-site work carries no guarantees as to the timeliness of the work.

5. User Responsibility

- a. You the customer should retain a good backup of important documents.
 - i. Certain repair operations carry a slight risk of destroying some or all of your data. These usually involve recovering from a virus or attempts to recover hard drive errors. Techs-on-Call is not responsible for data lost or damaged by these repair tools.
 - ii. Techs-on-Call will not perform any fresh installs of the operating system without your consent. Techs-on-Call will not purposefully wipe out your data without your consent.
 - iii. Techs-on-Call can backup your documents for an additional charge.
- b. You the customer agree to provide access to your computer at or about the time agreed upon.
 - i. In the case of many jobs scheduled back-to-back, Techs-on-Call will inform you when we will be leaving the previous job and going to you. You will know beforehand an approximate time and, if necessary, in case of any delays.
 - ii. You may reschedule or cancel anytime up to the time which we arrive at your residence or business.
- c. Any remote support requires the Windows XP or Windows Vista and a high-speed internet connection.
- d. A \$15 service fee will be accessed on all returned checks.
- e. All invoices must be paid in full within 30 days of the billing. Failure to pay may result in appropriate legal action.

6. Privacy

- a. Techs-on-Call agrees never to steal private information off your computer.
 - i. As a customer, you have the right to examine any removable media Techs-on-Call used during the job to ensure to private information was not stolen.
 - ii. If you so desire, Techs-on-Call can show you how to secure any private information.
- b. Techs-on-Call securely erases any hard drive you no longer need or want.
 - i. Once Techs-on-Call securely erases your data, it cannot be recovered.
 - ii. Your old hard drive may reused, but only after the data has been securely erased.
- c. Techs-on-Call does not sell or give out any customer information.

7. Legal Information

- a. These service policies do not supersede or replace any applicable laws.