

Release of Liability

The client hereby agrees to the following conditions prior to service.

The CLIENT knowledges and accepts the following terms:

- There is a \$25.00 diagnostic (troubleshooting) fee per system to be serviced.
- Additionally, there's a \$50.00 per hour service and labor charge. (*minimum 1 hour*)
- “Back Ups” of the customers personal files, such as “My Documents, Favorites, Emails, Address book and the Desktop elements” are available upon request, and may be subject to an additional surcharge.
- Unless previously authorized in writing by the management, all service fees and hardware purchases are due and payable upon delivery.
- Our No Fix, No Fee policy is limited to the original issue described to the receptionist or technician before the repair of services has started and is outlined by the technician on the reverse of this document.
- Return Policy: SOS Computer Repair offers a 3 day return policy from purchase date. All returns are subject to a 15% restocking fee and reviewable upon receipt of product in question. Unfortunately we cannot accept returns on any custom built, damaged products, Software in opened packages or special order items.

The CLIENT knowledges and agrees to the following conditions:

- To release and hold harmless SOS Computer Repair from any and all liability associated with the service or parts provided and acknowledges that SOS PC REPAIR offers no explicit warranty on services performed, software installed nor parts provided other than the manufacturer's warranty.
- That due to the nature of the services being performed, there is a potential risk of damage, loss or corruption to system files and personal data and the client agrees to hold harmless SOS Computer Repair from all liability due to this eventuality.
- That SOS PC Repair is not responsible for the operation or eventual malfunctions of any external devices including but not limited to, scanners, printers, cameras, webcams, Ipods, mice, keyboards, speakers, telephones, faxes and monitors.
- That SOS PC Repair is not responsible for the installation, the operation, or any malfunctions of private applications including but not limited to, word processors, anti-virus or spyware programs, photo or imagery software, video games, financial applications, Email clients and browsers.
- To hold harmless SOS Computer Repair from any and all liability from incidental or consequential material or financial damage or loss, including during the transportation or storage of the computer system.
- To grant SOS PC REPAIR total access and permission to physically transport, disassemble, manipulate, modify view, edit, delete or install any file or software deemed necessary by the technician.

I have read, understood and fully accept the terms of this agreement.

_____/_____
Signature Date 2008