

Policy, Terms and Conditions

The CLIENT knowledges and accepts the following terms:

- There is a \$25.00 diagnostic fee per computer system. Labor fees are \$75.00/hr.
- All service fees and hardware purchases are due and payable upon completion of services unless credit has been established and an account has been previously established.
- “Back Ups” of the customers personal files are available upon request, at a surcharge. Due to the sensitive nature of the recovery process, the customer acknowledges that loss or damage of data is an eventuality and agrees not to hold SOS Computer Repair responsible in the event this should occur.
- Limited 3 day guarantee on all services: If within this period you experience the identical issue diagnosed by eh technician, SOS computer will repair the issue at no cost to you. However, separate, unrelated or previously overlooked issues are not covered in this policy.

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 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 the system files, personal data and software including any backups requested and the client agrees to hold harmless SOS Computer Repair from all liability due to this eventuality; regardless of the circumstance
- That SOS PC Repair is not responsible for the operation or eventual malfunctions of any external or internal devices including but not limited to, scanners, printers, cameras, webcams, Ipods, mice, keyboards, speakers, monitors, hard drives, PCI cards, motherboards, CPUs, telephones, faxes, televisions, etc.
- 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 grants 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.
- Federal anti-piracy laws prohibit SOS Computer Repair from downloading or installing any optional software such as Anti-Virus, Word processing, games or any other software that requires registration or proof of ownership regardless if the software was pre-installed or not. We will not install any “free” or illegal software on any system

By signing this document, I conform that I have read and understood the terms and conditions of having my computer system or network serviced by SOS Computer Repair

Customer signature _____ Date _____ / _____

Services rendered

I have personally witness and been shown a demonstration that the original issue I have declared has been fully resolved and hereby confirm that “services have been rendered.

Customer signature _____ Date _____ / _____