



Is Your PC "Up-2-Speed"?

COMPUTER REPAIR/SERVICE AGREEMENT

1. DISCLAIMER

- 1.1 MyPC2Repair® will only perform and provide computer services, repairs, and upgrades as requested by the customer. MyPC2Repair® 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.
- 1.2 Computer service/repairs are provided as a service. There may be circumstances under which your computer can not be repaired. It will have to be rebuilt or upgraded. (Examples: Age of PC, repair/replacement parts obsolete (memory chips, motherboards, etc.)
- 1.3 The length of time required to service/repair your computer cannot be predicted. (See para 2.1 below)
- 1.4 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. MyPC2Repair® will not be responsible for data loss. (See para 4.4 below)
- 1.5 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.

2. BILLING TERMS

- 2.1 Computer services/repairs are billed as stated on the service order provided. Charges will be calculated in quarter-hour increments, and carry a **minimum half-hour** charge of **\$35.00**. Each quarter hour additional charge will be **\$20.00**. **The maximum service charge will be \$200.00 (2 hrs+ 45 minutes) regardless of time required to service/repair your PC beyond this time frame.**
- 2.2 An estimate of cost for work will be provided before performing computer services/repairs. Estimates are not guaranteed.
- 2.3 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.
- 2.4 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 MyPC2Repair®.

3. PAYMENT TERMS

- 3.1 Full payment is due upon completion of services, upgrades, or repairs.
- 3.2 Computer parts, hardware, or/and software that are ordered or special ordered must be paid in advance.
- 3.3 MyPC2Repair® accepts cash, checks, and credit cards. **Note: Checks are cleared within 24 hours as an eCheck.**

4. LIABILITY

- 4.1 Service(s) are provided in an effort to fix, upgrade, or otherwise repair the computer system(s) for which you request such service(s).
- 4.2 Your system will not be intentionally harmed. The primary goal is to fix your computer, not damage it.
- 4.3 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 to hold MyPC2Repair® and any person(s) associated with MyPC2Repair® or involved in the work being done for you harmless from damages resulting from such problems.
- 4.4 It is your responsibility to backup your data. MyPC2Repair® will not be responsible for data loss. (See para 1.4 above)

5. SUPPORT

- 5.1 Customer satisfaction is our utmost importance.
- 5.2 All services will be conducted in a professional, reasonable and timely manner. Also, taking into consideration the circumstances and nature of the technical problems.
- 5.3 Free support will be provided for problems to be resolved from the service order, but not resolved.

6. REPAIRS & SERVICE GURANTEEE

- 6.1 All services and repairs are guaranteed for 10 days from the completion / acceptance date on the Service Order.
- 6.2 If later found that the service or repair was incorrectly diagnosed by the technician. Then MyPC2Repair® will perform the repair/service free of any labor charge. Only the new parts will be charged. (See examples on the backside.)

6.3 EXAMPLES

Example 1. You call MyPC2Repair® that your network (internet) keeps collapsing, going offline. Our technician diagnosed that your network card, inside your computer, was “bad.” Our technician replaces the “network card” (\$50.00) with a labor charge of \$35.00 (1/2 hour labor charge). You pay MyPC2Repair® \$85.00 plus tax.

Now, a MyPC2Repair® technician determines later (within the 10 day guarantee) that it was not the network card in your computer but the router that plugs into the wall that was broken (bad).

MyPC2Repair® will replace the router (\$85.00) and prepare the correct charge for you to pay. Note that you can also keep the NEW network card if you want it instead of your old one.

6.3.1	1st Example (from above situation)	2nd Example	3rd Example
<u>Original Charge</u>			
Labor	\$35.00	\$35.00	\$70.00
Parts	50.00	40.00	90.00
You Paid	\$85.00	\$75.00	\$160.00
<u>Corrected Charge</u>			
Labor	\$ 0.0	\$ 0.0	\$ 0.0
Parts	\$ 85.00	\$90.00	\$60.00
Your New Charges	\$0.0	\$15.00	\$30.00 refunded to you

7. ESTIMATES

- 7.1 Free Estimates. All repair/service estimates are free.
- 7.2 A \$25.00 Estimate Fee is charged after 30 minutes if the technician is not allowed to concentrate on the estimate for service.
- 7.3 Customers are asked to not interrupt the technician as the evaluation and estimate are completed. Save all additional questions until after you receive the estimate.
- 7.4 Answer only those questions that the technician may ask in order to properly evaluate your PCs problem.

8. CERTIFICATION

- 8.1 All MyPC2Repair® technicians are **CompTIA A+ Certified** service technicians or the technician is “overseen” / supervised by an **A+ Certified** technician until the subordinate technician receives accredited **A+ Certification from CompTIA**.
- 8.2 MyPC2Repair® is a **CompTIA A+ Authorized Service Center** and MyPC2Repair® extensively defends and protects our association and membership with **CompTIA**.



Remarks/Comments (Please Initial-before & after statement (s) before signing document).

Technician’s Signature: _____ **Client Account #** _____

Date: ____ / ____ / ____ **Service Order #** _____

I hereby agree to the above terms and authorize MyPC2Repair® to perform services/repairs as stated in the service order. I also agree to the terms and conditions within this Agreement.

Signed: _____ **Date:** ____ / ____ / ____