



**Florida Laptop Jacks**  
*A division of A Plus Computer Medics*  
[www.floridalaptopjacks.com](http://www.floridalaptopjacks.com)  
[www.apluscomputermedics.com](http://www.apluscomputermedics.com)

## LAPTOP REPAIR - TERMS and CONDITIONS DOCUMENT

### SOFTWARE AND HARDWARE PROBLEMS NOT COVERED UNDER WARRANTY

Please note that laptop limited warranties do not cover software-related problems of any type or nature, nor problems related to, or caused by, the installation of any hardware item(s) after the date of the original purchase, problems related to an accident, or problems related to service performed by anyone other than an authorized computer technician.

### SERVICE AND UPGRADE PARTS SALE

A Plus Computer Medics does not provide refunds on service or upgrade parts. Defective parts will be exchanged for the like part up to 30 days from the date of our purchase and installation. After 30 days from the date of purchase, defective service parts will be handled in accordance with the manufacturer's parts warranty.

### MANUFACTURER WARRANTY REPAIRS

A Plus Computer Medics provides repair and service for both in-warranty and out-of-warranty laptops. A proof of purchase must accompany the laptop to be repaired if it is under warranty. You may incur charges to repair equipment that is within the manufacturer's warranty period if the equipment requires cleaning to resolve the symptom or if the laptop has been dropped, has had liquid spilled on it or into it, or has otherwise been mishandled or abused.

### SHOP WARRANTY

All repairs performed by A Plus Computer Medics are guaranteed for 90 days from the date the repair was performed. For non-warranty work, the parts may be new or refurbished, and are warranted for 90 days from the date of repair. The Shop Warranty applies to repairs performed on a machine for a particular symptom. If several symptoms are repaired, then the Shop Warranty applies to all the symptoms repaired. If your machine develops a new symptom within 30 days after it was repaired, the new symptom will be treated as a new repair and you will incur our usual and customary charges. One exception is the reoccurrence of a computer virus. Virus removal is only covered for 30 days unless the customer has purchased an antivirus application.

### TURNAROUND TIME

A Plus Computer Medics adheres to the first come, first served, first in, first out repair policy, unless a customer has agreed to pay for accelerated services. We make every effort to troubleshoot each machine that enters our shop within 24 hours of the receiving a service agreement, and will contact customers when the diagnosis is made. In periods of increased workload, it may take over 24 hours to contact a customer with a diagnosis. When we do make a diagnosis, we will provide a time estimate for repairs.

### PRIVACY / LOSS OF DATA

During laptop repair, it is sometimes necessary to view or access certain computer files in order properly complete the service. A Plus Computer Medics respects the privacy of customers and will not divulge any private information contained in laptop files. In addition, A Plus Computer Medics will make every effort to maintain the files and programs on your computer. A Plus Computer Medics is not responsible for any loss of data that may occur during the repair process.

### ESTIMATE POLICY

A Plus Computer Medics provides free service estimates, written or verbal, prior to work being executed. The customer then has the option to accept or decline the service. If the customer declines the service, no charges are incurred if the customer picks the laptop up at our repair location. Customers will be responsible for cost of return delivery / shipping and handling if the customer requests that A Plus Computer Medics return the unrepaired laptop to the customer location.

### RELEASE OF SHIPPING LIABILITY

A Plus Computer Medics is not responsible for lost packages or any damages incurred in shipping of equipment either to or from our repair location. We will securely package all equipment for return shipping, insure the package, and use tracking / delivery confirmation services. For their own protection, we suggest our customers do the same when shipping their equipment to our location.

### UNCLAIMED GOODS

Any laptop received by A Plus Computer Medics, either on-site or off-site, will be deemed unclaimed goods 30 days after notification of repair charges or repair completion. Unclaimed items may be disposed of or sold at the discretion of A Plus Computer Medics.