



PC and LAPTOP REPAIR - TERMS and CONDITIONS DOCUMENT

SHOP WARRANTY

All repairs performed by A Plus Computer are guaranteed for 30-90 days from the date the repair was performed. 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.

TURNAROUND TIME

A Plus Computer 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 1 business day of the receiving a service agreement, and will contact customers when the diagnosis is made. In periods of increased workload, it may take up to 3 business days 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 respects the privacy of customers and will not divulge any private information contained in laptop files. In addition, A Plus Computer will make every effort to maintain the files and programs on your computer. A Plus Computer is not responsible for any lost of data that may occur during the repair process.

ESTIMATE POLICY

A Plus Computer 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, there is a minimum \$20 service fee incurred. Out of area customers will be responsible for cost of return delivery / shipping and handling of a laptop to their location.

RELEASE OF SHIPPING LIABILITY

A Plus Computer 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 PC or laptop received by A Plus Computer, 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.