

## COMPUTER REPAIR/SERVICE AGREEMENT

The following are the terms and conditions for use of Wayne's IT Services (Virus Removal, Spyware Removal, Malware Removal, Computer Repair, Computer Service, Training, Remote Support, Network Support, Database/software Development and Web Design) services. Please read them carefully. Wayne's service is offered to you with the condition that you (the customer) accept without modification the terms and conditions contained herein. You are deemed to have accepted this Agreement upon the enactment of: your submission of an online or telephone request for service; your accepting the Terms of Service electronically during registration or in the course of initiating a support session whether online, by telephone or on-site; or your use of the Online Service.

### 1. DISCLAIMER

- 1.1 I (Wayne Wedge) will only perform and provide computer services, repairs, and upgrades as requested by the customer. I 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. The computer or components may have to be rebuilt, upgraded or replaced. (Examples: Age of PC, repair/replacement parts obsolete (memory chips, motherboards, absence of reloadable software etc.)
- 1.3 The length of time required to service/repair your computer cannot always 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. Wayne's IT Services will not be responsible for data loss. (See para 4.4 below)
- 1.5. You (the customer) authorize the technician providing the service or repair to install anti-virus and any other necessary software on your computer to perform required services. All unwanted 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.
- 2.2 An estimate of cost for work will be provided before performing computer services/repairs. Estimates are not guaranteed.
- 2.3 1. Computer services/repairs are billed as stated on the service order or invoice provided.
- 2.3 2 The most common services are charged by flat rate fees that can be found on the Services page of [www.waynesportal.org/comprepair](http://www.waynesportal.org/comprepair). Services not listed on the Services page may be charged by the hour. My hourly computer repair rate is \$50.00 an hour. An example would be a WIRED network setup. This would take much more time to complete compared to a flat rate service. The minimum charge for an hourly service is 1 hour @ \$50.00.
- 2.3.3 There is a minimum charge of \$50.00 for any house call made or any service performed onsite.
- 2.4 Not all services can be completed on site and therefore, must be completed in my home office.
- 2.5 In the case that there is an unforeseen deviation beyond the estimated amount, every effort will be made to contact the customer and inform the customer of the situation and receive authorization to continue or stop at that estimate limit.
- 2.6. In the case that you cannot be reached, work will be stopped until contact is established. Once you are reached; your decision to continue or stop will be honored by Wayne's IT Services.
- 2.7 Software development/Web development requires 50% payment before services start and the balance is due after the approved software/website is accepted by you (the customer).
- 2.8 Online computer services and Computer training/coaching services must be paid for in advance. If for any reason you (the customer) are not satisfied or I cannot complete the service, you will get a full refund.

### 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 Payment can be made by Check/Credit Card/Cash. Credit card payments can be made on Wayne's IT Services Website.

### 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 Wayne's IT Services harmless from damages resulting from such problems.
- 4.4 It is the customer's (your) responsibility to back up all data stored on the computer. Wayne's IT Services will not be responsible for data loss. (See para 1.4 above)

**5. SUPPORT**

5.1 Customer satisfaction is my 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 based on the service order, but were not resolved at the time of service.

**6. REPAIRS & SERVICE GURANTEEE**

6.1 If later found that the service or repair was incorrectly diagnosed. Then I will perform the repair/service free of any labor charge. Only new parts (if required) will be charged.

**7. ESTIMATES**

7.1 Free Estimates. All repair/service estimates are free.

7.2 Estimates are made based on identified computer issues. Often hidden issues surface during the repair.

7.2.1 If further investigation during a computer repair requires work outside of the estimate, the customer decides on including the additional work.

Technician's Signature: \_\_\_\_\_

Client Account # \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Service Order # \_\_\_\_\_

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

Signature: