

# rBWN Computer

## Computer Repair Service Agreement

Revised: 05.25.14

### 1. DISCLAIMER

- 1.1 You agree to let BWN Computer to fix your computer. BWN Computer will only perform and provide computer services, repairs, and upgrades as requested by the customer. BWN Computer will conduct honest, reasonable, and considerate services. My 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.
- 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. BWN Computer will not be responsible for data loss nor will BWN Computer be responsible for restoring lost data. **(See 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 or uninstalled upon completion of the service (unless it was purchased).
- 1.6 All Remote Repair services are subject to the terms in this agreement.
- 1.7 After an off-site repair is complete, you must take delivery of your computer within 30 days. If, after 30 days, you have not contacted BWN Computer to pay or make payment arrangements, the computer becomes the property of BWN Computer.

### 2. BILLING TERMS

- 2.1 Computer services/repairs are billed as stated on the service order or invoice provided.
- 2.2 There is a minimum charge of **\$25.00** for any on-site visits made or any service performed.
- 2.3 An estimate of cost for work will be provided before performing computer services/repairs. Estimates are not guaranteed.
- 2.4 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.
- 2.5 In the case that you cannot be reached, work will stop until contact is established. Once you have been contacted, your decision to continue or stop will be honored by BWN Computer.
- 2.6 All services/repairs are subject to Texas State Sales Tax.
- 2.7 All Remote Repair services must be paid before I start the work. If for any reason you are not satisfied or I am unable to 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/software) that need to be special ordered may need to be paid in advance.
- 3.3 BWN Computer accepts all major credit cards, cash, or check. You will be charged a **\$30.00** service fee for any returned check with NFS and some credit card payments may have a \$2.00 transaction fee included to the total amount of the bill.
- 3.4 It is a crime to write a bad check and I will pursue further action if an invoice is left unpaid.

### 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. BWN Computer is not responsible for components failure during the diagnostic or repair of said system.
- 4.3 In the case of accidental damage to your system, including data loss caused by already existing problems in your system such as viruses, poorly configured software, hardware problems or hardware failures; You agree to hold BWN Computer and any person(s) associated with BWN Computer 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. (BWN Computer does provide a service to backup your data for a fee based on the amount of data to be backed up. If you would like this service, please speak with a technician). BWN Computer will not be responsible for data loss or any other damages. **(See 1.4 above).**

4.5 BWN Computer is not responsible for the performance of a system after any internet programs or software have been installed on said system.

**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 that were not resolved. After 14 days from the date on the invoice, BWN Computer will no longer offer free support.
- 5.4 Warranty work will only be covered if it is related to the work on the invoice. Unrelated work will not be covered by the warranty and may be charged accordingly.

**6. REPAIRS & SERVICE GUARANTEE** \_\_\_\_\_

- 6.1 All services and repairs are guaranteed for 90 days from the date on the Invoice or Service Order.
- 6.2 If later found that the service or repair was incorrectly diagnosed by the technician; then BWN Computer will perform the repair/service free of any labor charge. Only parts will be charged if needed to correct the problem.

**7. ESTIMATES** \_\_\_\_\_

- 7.1 BWN Computer offers free estimates for work to be completed by BWN Computer. If not, a fee between **\$25.00 and \$35.00** (depending on the amount of time involved in creating the estimate) needs to be paid in order to pick up said computer.
- 7.2 For in home/on site estimates there will be a **\$25.00** fee. If you decide at that time you would like BWN Computer to work on your system, this fee will be waived and you will only be charged for the service being performed. **(See 2.1 above).**
- 7.3 If you decide at the time of the in home service call you would not like BWN Computer to fix your computer; you will be charged the **\$25.00** service call fee and will have to pay for the full price of any service performed in the future (The **\$25.00** fee will not be waived).

Remarks/Comments (Please initial before and after statement(s) before signing this document).

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Technician's Signature: \_\_\_\_\_ Customer ID: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Service Order/Invoice Number: \_\_\_\_\_

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

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Customer Printed Full Name: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_