



COMPUTER REPAIR/SERVICE AGREEMENT

1. DISCLAIMER

- 1.1 I.T.T.S.M.E. will only perform and provide computer services, repairs, and upgrades as requested by the customer. I.T.T.S.M.E. 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. I.T.T.S.M.E. 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. On site charges will be calculated in hour increments and carry a **minimum 1 hour** charge of **\$100.00**. Each hour additional charge will be **\$60.00** for Home outcalls and **\$100.00** for Business Out. (Home Offices will be counted as a Business)
- 2.2 Parts Pickup – If client needs a part replaced the client is responsible for going and pickup the part required. You can commission an ITTSME Technician to go and acquire the part for you for a \$25 flat fee.
- 2.3 After Hours – After Hours (Before 10 AM and After 7PM), and weekends will be billed at time and a half (Refer to Billing terms 2.1 for pricing)
- 2.2 Drop Offs - 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 I.T.T.S.M.E.

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 I.T.T.S.M.E. accepts cash, checks, credit cards, cash app, and PayPal.

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 It is your responsibility to back up your data. I.T.T.S.M.E. will not be responsible for data loss. **(See para 1.4 above)**
- 4.4 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 I.T.T.S.M.E. and any person(s) associated with I.T.T.S.M.E. involved in the work being done for you not liable from damages resulting from such problems.

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.

6. REPAIRS & SERVICE GURANTEE

- 6.1 All services and repairs are guaranteed in 5 business days from the time of pickup or drop-off unless otherwise communicated.
- 6.2 If later found that the service or repair was incorrectly diagnosed by the technician. Then I.T.T.S.M.E. will perform the repair/service free of any labor charge. Only the new parts will be charged.

7. ESTIMATES/DIAGNOSTIC

- 7.1 In house Estimates/Diagnostics are free if you attain services through I.T.T.S.M.E.
- 7.2 A \$60.00 Diagnostic Fee is charged for any outcall services.

8. CERTIFICATION

- 8.1 All I.T.T.S.M.E. 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**.

By signing this document, I agree that I have read and understand all terms and conditions in this documentation

Client's Signature: _____

Date: _____