



## COMPUTER REPAIR/SERVICE AGREEMENT

### 1. DISCLAIMER

- 1.1 Datadrive Inc. will only perform and provide computer services, repairs, and upgrades as requested by the customer. Datadrive Inc. 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. Datadrive Inc. 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. Charges will be calculated in half-hour increments, and carry a **minimum half-hour** charge of **\$32.50**.
- 2.2 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 Datadrive Inc..

### 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 Datadrive Inc. accepts cash, checks, and credit cards.

### 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 Datadrive Inc. and any person(s) associated with Datadrive Inc. 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. Datadrive Inc. will not be responsible for data loss. (See para 1.4 above)

### 5. ABANDONED ITEMS

- 5.1 Unless prior arrangements are made, any item left for repair that is not picked up and paid for within 60 days of completion of said repair will be considered as abandoned.

### 6. REPAIRS & SERVICE GUARANTEE

- 6.1 All services and repairs are guaranteed for 10 days from the completion / acceptance date on the Service Order.
- 6.2 If later found that the service or repair was incorrectly diagnosed by the technician. Then Datadrive Inc. will perform the repair/service free of any labor charge. Only the new parts will be charged.

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

Signed: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_