

# Techs-on-Call

## Service Policies

### 1. Definitions/Terminology

- a. "We" refers to Techs-on-Call the business and any of its employees.
- b. "You" refers to the customer.

### 2. Warranties/Guarantees

- a. Techs-on-Call honors all manufacturers' warranties. On parts that we bought and installed, we shall replace the defective part for free within 90 days of the original install.
- b. Techs-on-Call guarantees our work. There is a 90 day limited warranty on all work. Some guarantees carry a statute of limitations, as listed below.
  - i. *Malicious software removal*: Malicious software, or malware, is defined as virus, spyware, or any other illegal or unethical software on your computer. Techs-on-Call guarantees that we removed the malicious software from your computer. We do not guarantee that you will never get any malicious software because we cannot control what you do after the service.
  - ii. *Operating system service*: Techs-on-Call guarantees to install or repair then legally activate your operating system as long as you have a valid license of the operating system. If you the customer so choose, Techs-on-Call also agrees to re-install any software which you have a valid and legal license for. Techs-on-Call does not install any software which you do not have any valid and legal license for. Techs-on-Call may or may not be able to reinstall any software that may exist from the recovery options included with a computer.
  - iii. *Custom built PC's*: All custom built PC's carry a 1-year hardware warranty.
- c. Techs-on-Call cannot guarantee price quotes because of the dynamic nature of the computer industry.
- d. Techs-on-Call guarantees never to do a fresh install of an operating system or to destroy your data without your consent.
- e. Techs-on-Call cannot guarantee a time that your computer will be finished for any off-site work. We will, however, keep you frequently updated on the status of the repair.
- f. Techs-on-Call strives to provide accurate information on when we will arrive at your home or business. However, in the event that we are delayed, we will notify you as soon as we can.

### 3. Labor

- a. All labor costs are non-refundable.
- b. You may view the current labor costs at <https://www.techs-on-call.biz/prices>.

### 4. Hardware Purchasing

- a. Techs-on-Call does not sell parts retail.

- b. Techs-on-Call can, at your discretion, purchase any computer part you need retail or on-line. All parts are subject to a small markup above the final sale price to cover the time we spent finding, researching, and ordering the part.
- c. Techs-on-Call may require a down payment for anything ordered.
- d. The down payment is only refundable if, and only if, Techs-on-Call has yet to order the part or if the part has yet to ship so that we can cancel the order for a full refund.
- e. Typical turnaround time for all ordered parts is 3 to 5 business days.
- f. Should you wish to return the part ordered, you may do so within two weeks. All returns are subject to you having all the parts, accessories, and boxes. You will be refunded the cost of the part, minus 10% of the original price. Labor costs are not refunded, but there will be no charge removing the part.

#### **5. Software Purchasing**

- a. Techs-on-Call can, at your discretion, purchase any computer software you need retail or on-line. All software is subject to a small markup above the final sale price to cover the time we spent finding, researching, and ordering the part.
- b. Techs-on-Call may require a down payment for anything ordered.
- c. The down payment is only refundable if, and only if, Techs-on-Call has yet to order the part or if the part has yet to ship so that we can cancel the order for a full refund.
- d. Typical turnaround time for ordered software is 3 to 5 business days.
- e. Once installed, software may not be returned for any reason.

#### **6. Off-site Work**

- a. If a particular job will take an extended amount of time or if Techs-on-Call cannot fix the problem on-site in a timely manner, we may take your computer and perform the work off-site at your discretion.
- b. You may refuse to let Techs-on-Call take your equipment off-site.
- c. All off-site work carries no guarantees as to the timeliness of the work. We will, however, keep you frequently updated on the status of the repair.

#### **7. Customer Responsibility**

- a. You, the customer, should retain a good backup of important computer files.
  - i. Certain repair operations carry a slight risk of destroying some or all of your data. These usually involve recovering from malicious software or attempts to recover hard drive errors. Techs-on-Call is not responsible for data lost or damaged by these repair tools.
  - ii. Techs-on-Call will not perform any fresh installs of the operating system without your consent.
  - iii. Techs-on-Call will not purposefully wipe out your data without your consent.
  - iv. If you have important documents, Techs-on-Call will attempt to backup your computer files for an additional charge. Some backup tasks can take days to complete, therefore it must be done off-site.
- b. You, the customer, agree to provide access to your computer on or about the time agreed upon.

- c. You, the customer, agree to call and inform Techs-on-Call if you need to cancel or reschedule as soon as possible.
- d. Any remote support requires a high-speed internet connection that is not with satellite internet providers.
- e. A \$30 service fee will be assessed on all returned checks to cover the bank fees we are charged for all returned checks.
- f. All invoices must be paid in full within 30 days of the billing. Failure to pay may result in appropriate legal action.

## **8. Privacy**

- a. Techs-on-Call agrees never to steal private information off your computer.
  - i. As a customer, you have the right to examine any removable media Techs-on-Call used during the job to ensure that private information was not stolen.
  - ii. If you so desire, Techs-on-Call can show you how to secure any private information.
- b. Techs-on-Call does not deliberately open or view any of your documents or pictures without your permission or unless it is required to perform the work, such as verifying emails were transferred.
- c. If we happen to see any illegal files, such as child pornography, then we are required by law to report this to the appropriate legal authorities.
- d. Techs-on-Call can securely erase any hard drive you no longer need or want.
  - i. Any secure erase is subject to a fee.
  - ii. Once Techs-on-Call securely erases your data, it cannot be recovered.
  - iii. It is your responsibility to confirm which hard drives you wish to be securely erased.
  - iv. Your old hard drive may be reused, but only after the data has been securely erased.
- e. Techs-on-Call does not sell or give out any customer information.
- f. The website, [www.techs-on-call.biz](http://www.techs-on-call.biz), does not sell customer information or track visitors in any way.

## **9. Legal Information**

- a. These service policies do not supersede or replace any applicable laws.

*Last update: May 1, 2020*