

Lightspeeds Computer Repair Augusta GA: Terms Of Service

- **Customer is responsible for maintaining a current back up important data.**
- You affirm, the customer is responsible in maintaining a current back of all important data & software on ones computer. Lightspeeds Computer Repair shall not be responsible at any time for any loss, alteration or corruption of any software, data or files due to pre-existing problems & diagnostics.
- Service(s) are provided in an effort to fix, upgrade, or otherwise repair the computer system(s) for which you request such service(s).
- Your system will not be intentionally harmed. The primary goal is to fix your computer; not damage it.
- Diagnostics is included with full repair. After diagnostics, Lightspeeds Computer Repair will contact the customer with an estimate for repair. If the customer chooses to have Lightspeeds repair the computer, the diagnostics "Estimate Fee" will be waived. If the customer declines repairs, they will be charged the stated diagnostics price.
Diagnostics Estimate "Only" Service is \$25
- **Methods of Payment:** Cash, Check or Credit Card Using Paypal or Google Checkout on line invoice/payment services.
- You affirm, payment is due in full when repair has been completed.
- You affirm, unless prior arrangements are made, payment is due on receipt of invoice or work completion.
- You affirm, customer will be charged a \$30.00 service fee for any returned check with NFS.
- **Deposit is required on ANY hardware** component related parts needed to repair or upgrade your computer or laptop.
- **Abandoned Items:** Due to the limited space and property liability issues, I CANNOT hold your device forever. Keeping with this, all customers agree to make a diligent effort to keep in contact with Lightspeeds Computer Repair and decide how they would like their repair resolved in a timely manner. Equipment left behind, not picked up or paid for completed repair after 60 days will be considered abandon. Abandon items are disposed/recycled after 61 days, hard drive destroyed, any hardware ordered/installed to repair said computer will be pulled back out of computer. Every effort will be made to contact you by phone, email and certified letter in this event.
- **Unpaid Labor:** You affirm, if any labor remains unpaid and the property unclaimed 30 days after you are contacted regarding the completion of service, Lightspeeds Computer Repair Augusta can and will assume ownership of the property for the purposes of securing the value of the services and materials provided.
- Turn around time for service will vary but we will always try to have a 2-4 day turn-around. This does not include if we need to special order parts, OR Saturdays, Sundays or holidays.
- **Security:** You affirm, customer is responsible for checking, and updating definitions to anti virus software and applying security patches to the operating system AFTER the service completion date of repair on the computer.
- **Privacy:** Lightspeeds Laptop Computer Repair will not browse through your hard drive looking at your data; however, we may inadvertently see data during the course of the work. (Data Backup/Recovery for example) Please remove any personal or private files you do not want others to see. Lightspeeds Laptop Computer Repair respects the privacy of its customers and will not disclose any information to a third party unless permission is given or where Lightspeeds Laptop Computer Repair is obligated to by law.
- **Right to Refuse:** You affirm, in its sole discretion, Lightspeeds Laptop Computer Repair reserves the right to refuse work that it believes is beyond the scope of its ability or for other good cause.
- **Insurance Work:** All payment for unpaid parts, labor, repairs, services is due upon completion of work. This includes work that is covered by insurance. You are solely responsible for remitting payment to Lightspeeds Computer Repair Augusta. You are also solely responsible for any and all communications with your insurance provider.
- **Manufacturer Warranties:** You affirm that you are aware that authorizing Lightspeeds Computer Repair to work on your computer may void the manufacturer's warranty. In addition, while every effort will be made by Lightspeeds Computer Repair to be aware of warranty conditions, you are solely responsible for knowing and understanding what is covered by any warranties on your computer. Parts and labor on a system that is later discovered to have been covered by a manufacturer's warranty is non-refundable.

Customers Signature: _____ **Date:** ___/___/___

