

JACK-OF-ALL-TRADES TECHNICAL SOLUTIONS

COMPUTER REPAIR/SERVICE AGREEMENT

1. DISCLAIMER

- 1.1. Jack-of-all-trades Technical Solutions will only perform and provide computer services, repairs, and upgrades as requested by the customer.
- 1.2. Jack-of-all-trades Technical Solutions 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.
- 1.3. 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. For example: the age of the PC, repair/replacement parts obsolete (memory chips, motherboards, etc.).
- 1.4. The length of time required to service/repair your computer cannot be predicted (See section 2.3 below).
- 1.5. 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. If in either case you have not, Jack-of-all-trades Technical Solutions will not be responsible for any data loss or damage whatsoever (See section 4.4 below).
- 1.6. You authorise 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 if required and as required.

2. BILLING TERMS

- 2.1. Computer labour services/repairs and parts supplied are billed either verbally or as stated on a quote provided. Charges will be calculated based on the type of service required (physical or remote) with the first

half hour billed at a reduced rate and each hour required thereafter billed at the standard hourly rate.

- 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 or hardware supply beyond the above estimated amount, every effort will be made to contact you and inform you of the situation and receive authorisation to continue or stop at the estimated 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 Jack-of-all-trades Technical Solutions.

3. PAYMENT TERMS

- 3.1. Full payment is due upon completion of services, upgrades, or repairs.
- 3.2. Computer parts, hardware, and software that are ordered or special ordered must be paid in advance.
- 3.3. Jack-of-all-trades Technical Solutions accepts cash, debit/credit cards and direct transfer.

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 to your system or data loss caused by already existing problems in your system (such as viruses, misconfigured software, or hardware problems/failures), the customer agrees to hold Jack-of-all-trades Technical Solutions harmless from all damages resulting from such problems and loss.

- 4.4. It is your responsibility to backup your data. Jack-of-all-trades Technical Solutions will not be responsible for any or all data loss whatsoever.

5. SUPPORT

- 5.1. Customer satisfaction is of utmost importance to us.
- 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.

I hereby agree to the above terms and authorise Jack-of-all-trades Technical Solutions to perform services/repairs as stated in the service order. I also agree to the terms and conditions within this Agreement.

Full Name (printed): _____

Signature: _____ Date: _____