**Terms and Conditions for Repairs by Jazz**

**Effective Date: 10/6/2024**

**1. Introduction**

**These Terms and Conditions govern the relationship between Repairs by Jazz and the customer ("Client") regarding the services provided, including diagnostics, repairs, and parts procurement. By booking a service, the Client agrees to these Terms and Conditions.**

**2. Service Scope**

**Repairs by Jazz provides electronic repair services, including diagnostics and repairs on devices as requested by the Client. The scope of services will be clearly defined in the service agreement prior to commencement.**

**3. Fees and Charges**

**3.1 Service Charges**

* **Each diagnostic service is charged at $75 per hour, with a minimum charge of $75, even if the service takes less than one hour.**
* **Additional repairs are also charged at $75 per hour, with charges incurred in 30-minute increments after the first hour.**

**3.2 Travel Fees**

* **A flat rate travel fee of $15 will be applied for services rendered within the city of Edmonton.**
* **For locations outside Edmonton, including Beaumont, Sherwood Park, Leduc, and St. Albert, a fee of $15 + $1.50 per kilometer will be charged.**

**3.3 Parts Charges**

* **Clients must pay for any required parts upfront. Alternatively, Clients may procure parts themselves with guidance from Repairs by Jazz.**
* **Repairs by Jazz reserves the right to mark up the price of any parts up to but not exceeding $50 to cover the costs associated with finding and ordering parts.**

**3.4 Payment Terms**

* **All payments for required parts must be made upfront. Diagnostic and labor costs will be calculated post-service, and the Client agrees to pay for any additional repairs as outlined.**

**4. Device Pickup and Storage**

**4.1 Pickup Policy**

* **Devices will be picked up as soon as possible after repairs are completed. The Client will be notified via [Phone, Text or email ] when the device is ready for pickup. Drop off can be arranged in the city for a additional drop of fee of $20**

**4.2 Storage Fees**

* **If the device is not picked up within 30 days of notification, a $5 per day storage fee will be charged after the first 7 days.**
* **If the device remains unclaimed after 30 days, the Client will forfeit all rights to the device. Repairs by Jazz may then choose to sell, dispose of, or use the device for parts.**

**5. Liability and Indemnification**

**Repairs by Jazz is not liable for any indirect, incidental, or consequential damages arising from the service, including but not limited to data loss, device malfunction, or failure to collect the device. The Client agrees to indemnify and hold Repairs by Jazz harmless from any claims, damages, or expenses arising from their use of the services.**

**6. Dispute Resolution**

**In the event of any disputes arising from these Terms and Conditions or the services provided, the Client and Repairs by Jazz agree to resolve the matter amicably through informal discussions. If unresolved, the Client may file a complaint through the appropriate consumer protection agency.**

**7. Modifications**

**Repairs by Jazz reserves the right to modify these Terms and Conditions at any time. Clients will be notified of significant changes via [preferred communication method].**

**8. Governing Law**

**These Terms and Conditions shall be governed by and construed in accordance with the laws of the Province of Alberta, Canada.**

**9. Acceptance**

**By booking a service with Repairs by Jazz, the Client acknowledges that they have read, understood, and agreed to these Terms and Conditions.**