

Terms of Service (TOS)

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1. Scope of Service.

FixMyRig.tech provides diagnostic, repair, maintenance, and parts replacement services for laptops, smartphones, tablets, and related electronic devices to campus students, staff, and faculty.

2. Customer Responsibilities.

- Customers are solely responsible for backing up all data prior to any repair service. We are not liable for data loss.
- Customers must disclose any prior repairs, modifications, or third-party interventions.
- Devices must not contain illegal, prohibited, or offensive content.

3. Service Estimates and Authorization.

- An initial diagnostic may be provided free of charge or for a nominal fee, as posted.
- A written estimate will be provided for any service beyond the diagnostic.
- Repairs will only commence upon receiving written or electronic authorization from the customer.

4. Parts & Labor.

- We may use new, refurbished, or OEM parts based on availability and customer consent.
- Repairs are performed by trained and qualified technicians.

5.

Payment Terms.

- Full payment is due at the time of service completion.
- Accepted payment methods include cash or mobile payment.

6.

Abandoned Devices.

- Devices not collected within 60 days of service completion will be considered abandoned.
- Abandoned devices may be recycled, resold, or disposed of at our discretion.

7.

Limitation of Liability.

- We are not liable for indirect, incidental, or consequential damages, including but not limited to data loss or downtime.
- Our maximum liability is strictly limited to the amount paid for the repair services provided.

8.

Dispute Resolution.

- All disputes shall be governed by the laws of Kenya.
- Both parties agree to attempt mediation or arbitration before resorting to litigation.