

This agreement is made between the undersigned and Pryor Technical Solutions for the services made available to the client undersigned. I, (the client) agree by reviewing and signing this agreement that the following provisions shall be in effect prior to, during, and after the services are rendered.

Scope of Services

Pryor Technical Solutions agrees to provide the client the service that he/she requested in accordance with the IT Services Line. Any additional services that are requested by the client shall be at the client's expense and will be added to the total payment at the end of their service.

Limitations

Pryor Technical Solutions is not responsible for delays or failures in service caused by factors beyond their reasonable control, including but not limited to site-specific constraints, environmental hazards, or safety risks. Pryor Technical Solutions is also not responsible for delays or failures in service caused by factors beyond their reasonable control, including but not limited to changes in the project scope, disruptions in third-party services, or force majeure events. In addition to this, Pryor Technical Solutions is also not responsible for the following limitations. These limitations apply to both hardware and software repairs unless otherwise specified:

- **Hardware Limitations:**
 - Repair or replacement of devices with extensive physical damage (e.g., water damage, severe impacts).
 - Availability of replacement parts for older or less common hardware models.
- **Software Limitations:**
 - Compatibility issues between software applications.
 - Software licensing or activation problems.
- **Service Limitations:**
 - Successful data recovery cannot be guaranteed.
 - Repair timeframes are estimates and not guarantees.
 - Support for outdated operating systems or software may be limited or unavailable.
- **Legal Limitations:**
 - Pryor Technical Solutions will not install pirated software.
 - Client data will be handled securely, however Pryor Technical Services cannot make any guarantee on the total security of the data.
 - Pryor Technical Solutions will not engage in any service(s) that are considered in contravention of applicable laws. We do not, and will never provide any services that violate the law. All requests to do so will be forwarded to the local policing authority.
 - During any service, should materials be found on a device that may be of an illegal/illicit nature, such incidents will be reported to local policing authorities.

- Clients who wish to have a device unlocked or factory reset must provide proof of purchase and valid government-issued photo identification. Any cases of stolen device(s) are reported to local policing authorities.

Pryor Technical Solutions is not responsible for data loss under any circumstances. Clients are responsible for backing up their data prior to service. Pryor Technical Solutions is not liable for any indirect, incidental, or consequential damages.

Payment Information

All fees must be paid once the service is completed and prior to the client retrieving the device (if applicable). Additional fees for any replacement parts, or consumables used during a repair or service shall be paid by the client. Pryor Technical Solutions has the right to withhold services or withhold devices until all fees are fully paid by the client. I, the client, agree to pay all fee(s) associated with the service.

Late Payment(s)

Any client who fails to pay an invoice billed to them within 7 days shall receive a written or verbal warning (or both). Should the invoice remain unpaid, a 15% late-payment fee shall be applied to the total for each day left unpaid. Pryor Technical Solutions reserves the right to withhold devices, or disable and/or disconnect services until payment is received.

Cancellation Policy

Pryor Technical Solutions must be informed of any cancellation 24 hours prior to the date and time of service. Should the client fail to inform Pryor Technical Solutions of such cancellation, Pryor Technical Solutions shall charge a \$20 cancellation fee to the client on their next invoice. This policy shall only come into effect upon signage of this agreement. The client is responsible for ensuring that timely communication of a cancellation is given to Pryor Technical Solutions. Pryor Technical Solutions also reserves the right to refuse service to clients who do not adhere to this policy. Should cancellation be required, the client shall notify Pryor Technical Solutions via telephone or in writing via email or our social media channels. Clients whom cancelled may be required to pay a booking fee prior to confirmation of their next appointment.

"No Fix No Pay" Policy - FOR COMPUTER AND ELECTRONICS REPAIR ONLY

At Pryor Technical Solutions, we guarantee transparent and honest computer and electronic repair services. Our "No Fix No Pay" policy ensures clients are only charged for successful repairs. Clients will not be charged for any parts or labour unless the device can be repaired. A device is considered "repaired" when the issue reported is resolved and the device is ready to be returned, or the client has been advised of a potential solution. This policy only covers the specific issue reported to Pryor Technical Solutions. If a client is advised that the repair will require additional time or parts and they refuse to continue, the client will pay for any labour involved, including diagnostic fees. Clients may be charged a cleaning fee of \$10 should the device require extensive cleaning and the expenditure of cleaning products, clients are encouraged to clean their devices from any debris prior to servicing to avoid this fee.

Device Ownership & Retrieval - FOR COMPUTER AND ELECTRONICS REPAIR ONLY

Client retains ownership of all equipment brought in for repair. Pryor Technical Solutions is not responsible for lost or stolen equipment. The client must arrange to retrieve the device upon completion of the service or repair. Should the device be unusable or no longer desired by the client, the client is responsible for the disposal of the device. Pryor Technical Solutions shall charge a \$10 late-pickup fee for every extra day the device is not retrieved, for a maximum of one week (seven days). Should the device still not be retrieved by the client, the device will be disposed of.

Data Handling

Pryor Technical Solutions will only handle the data necessary to complete the repair or service. All client data will be treated confidentially and will be encrypted during transmission and storage. Data will be destroyed immediately upon completion of the service or repair in accordance with laws and regulations. Clients are again urged to ensure that sensitive data is backed up to an alternative storage medium prior to the service or repair if possible, as Pryor Technical Solutions shall not be held responsible for any data loss prior to, during, or after the service.

Warranty

Pryor Technical Solutions offers a 30-day warranty on parts and labor for all repairs. This warranty covers any defects in workmanship or parts used during the repair service. To initiate a warranty claim, the client must contact Pryor Technical Solutions within 30 days of discovering the issue. The client must provide proof of purchase (repair invoice) and a detailed description of the problem. Pryor Technical Solutions reserves the right to inspect the device before determining warranty eligibility. If the warranty is valid, Pryor Technical Solutions will repair or replace the defective part at no additional charge. This warranty does not cover issues caused by accidents, misuse, neglect, or unauthorized modifications to the device. Additionally, this warranty does not cover data loss, software issues, or any consequential damages. Pryor Technical Solutions has the right to refuse warranty service if deemed appropriate by Pryor Technical Solutions.

Indemnification (PLEASE READ CAREFULLY)

I, the undersigned, also agree to hold Pryor Technical Solutions harmless in the event of any loss or damage as a result of the repair or service. I agree that this service is provided to me at my own risk, and I am aware of the risks involved with computer service or repair. I shall not hold Pryor Technical Solutions accountable or responsible for any consequences that may result due to the repair and I waive my right to hold Pryor Technical Solutions accountable, to any problems that may arise due to the repair or service, including my right to pursue legal action against Pryor Technical Solutions due to damage, or loss.



Limitation of Liability (PLEASE READ CAREFULLY)

In no event shall Pryor Technical Solutions be liable for any indirect, incidental, special, consequential, or exemplary damages, including but not limited to, loss of profits, data, or use, arising out of or in connection with this agreement or the performance or breach thereof, even if Pryor Technical Solutions has been advised of the possibility of such damages. Pryor Technical Solutions' total liability to the client under this agreement shall not exceed the total amount paid by the client for the services performed.

Dispute Resolution

Any dispute arising out of or related to this Agreement shall be resolved through negotiation as a first step. If the parties are unable to resolve the dispute through negotiation within fourteen days, the dispute shall be submitted to mediation.

Entire Agreement

This agreement constitutes the entire understanding between the parties mentioned in this agreement (the client and Pryor Technical Solutions) and supersedes all prior agreements or representations.

Client Acknowledgement

I, the client, acknowledge the terms and conditions set forth in this agreement and understand the conditions set herein. I agree to these terms and by proceeding with the service I agree to the provisions set herein, and these provisions henceforth will become enforceable.