



A+ Computer Guy

P.O. Box 5943  
Douglasville, GA 30154  
678-854-7425

COMPUTER REPAIR WAIVER

This technician understands that the information that I have created on my computer is valuable. Therefore I would like my data/information treated as such. I understand that the technician will utilize every reasonable precaution to protect my data, but that there are situation where the integrity of the data may become compromised and potentially irretrievable. By signing this agreement, I release the technician working on my equipment from any and all damages that may result from loss of data. Please see back of this waiver for details of service and contract obligations. If requested a copy can be provided for your convenience.

**TERMS: DUE UPON COMPLETION**

I acknowledge that repairs have been performed in a manner satisfactory to me. In the event of nonpayment, purchaser agrees to allow seller on premises to remove equipment or parts installed. Purchaser agrees to pay all costs of collection including a reasonable amount of attorney's fees. Interest at the rate of 19% per annum will be added to all delinquent balances. There will be a \$35.00 charge for all returned checks.

\_\_\_\_\_  
Signature of Customer

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Technician

\_\_\_\_\_  
Date

**Estimated Completion Time:**

A+ Computer Guy, Inc. will provide an estimated completion time for your repair/install. Unforeseen circumstances may have an impact on our ability to complete the repair(s) as provided in the estimate.

**Hardware Replacement:**

Any old parts/hardware will be returned to you. We can offer the option to recycle your old equipment for you if you wish.

**Impact of Upgrades:**

Please be advised that it is your responsibility to understand the impact of upgrades or repair to the operating system, applications and utility software. Such upgrades can lead to incompatibilities and the possible loss of data. Computer hardware and software work together and incompatibility may not become apparent until a later date. You are responsible for contacting the manufacturer of your software regarding compatibility issues before you request any upgrades.

**Operation System Reinstall:**

If the Operating System has to be replaced or reinstalled A+ Computer Guy, Inc is responsible for the following items 1, Install OS and all applicable updates; 2, Install Internet Connection; 3. Install Printer. Any and all software beyond the Operating System is responsibility of the user, this includes, but is not limited to, such software as MS Office, Quicken, Quickbooks or TaxCut.

**Liability:**

The A+ Computer Guy's liability for damage to your computer is limited only to any damage which is determined to be caused by the repair shop's negligent acts or negligent omissions. Our liability for repairs is limited to the total price of the repairs. Be aware that certain repairs, including but not limited to virus and spyware removal, may damage software and/or data installed on your computer. This is to be expected and may require the re-installation of your operating system, programs, and data.

**Loss of Data:**

Data is the most important part of a computer system because it is often irreplaceable. Due to the process of repair, data may get damaged or at worst, deleted. A+ Computer Guy, Inc. is not responsible for the loss of any data which may occur while performing work on your computer. You are responsible for backing up your own data. We try to back up your data for you in most cases, however, we can't guarantee any backup.

**Ownership:**

You must own the computer you request us to service. You must own and demonstrate ownership of any software that is to be installed or re-installed on your computer by the A+ Computer Guy by having the original Software CDs and the appropriate keys and/or serial numbers.

**Right to Refuse:**

In its sole discretion, A+ Computer Guy, Inc. reserves the right to refuse work that it believes is beyond the scope of its ability or for other good cause.

**Abandonment:**

If equipment is left with A+ Computer Guy technicians and not claimed or unable to be delivered within ninety (90) days after we notify you that the requested service is complete, we will treat your equipment as abandoned. You agree to hold A+ Computer Guy, Inc. harmless for any damage or claim for the abandoned property. Any and all charges are still your responsibility.

**Warranty:**

A+ Computer Guy, Inc. does warrant its work. We will demonstrate that the repair is complete and warranty that repair and parts for one year from the date of repair, with the exception of mistreatment of the computer system. This excludes Virus and Spyware infections and any other parts not exchanged in the repair.