



COMPUTER REPAIR/SERVICE AGREEMENT

1. DISCLAIMER

1.1 New Media Systems will only perform and provide computer services, repairs, and upgrades as requested by the customer.

New Media Systems 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.

1.2 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. (Examples: Age of PC, repair/replacement parts, obsolete memory chips, motherboards, etc.)

1.3 The length of time required to service/repair your computer cannot be predicted. (See paragraph 2.1 below)

1.4 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. New Media Systems will not be responsible for data loss. (See paragraph 4.4 below)

1.5 You authorize 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.

2. BILLING TERMS

2.1 Computer services/repairs are billed as stated on the service order provided. Charges will be calculated in half-hour increments and carry a minimum half-hour charge of \$55.00. Each quarter hour additional charge will be \$25.00. The maximum service charge will be \$300.00 (2 hrs.+ 45 minutes) regardless of time required to service/repair your PC beyond this time frame.

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, beyond the above estimated amount, every effort will be made to contact and inform you of the situation and receive authorization to continue or stop at the estimate 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 New Media Systems.

3. PAYMENT TERMS

3.1 Full payment is due upon completion of services, upgrades, or repairs.

3.2 Computer parts, hardware, or/and software that are ordered or special ordered must be paid in advance.

3.3 New Media Systems accepts cash, checks, but no credit cards. Note: Checks are cleared within 24 hours of deposit.

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 of data to your system or data loss caused by already existing problems in your system such as viruses, bad configured software, or hardware problems or failures, you agree to hold New Media Systems and any person(s) associated with New Media Systems or involved in the work being done harmless from damages resulting from such problems.

4.4 It is your responsibility to back up your data.

New Media Systems will not be responsible for data loss. (See paragraph 1.4 above)

5. SUPPORT

5.1 Customer satisfaction is of utmost importance.

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.

5.3 Free support will be provided for problems to be resolved from the service order, but were not resolved.

6. REPAIRS & SERVICE GUARANTEE

6.1 All services and repairs are guaranteed for 30 days from the completion or acceptance date on the Service Order.

6.2 If later found that the service or repair was incorrectly diagnosed by the technician, then New Media Systems will perform the repair/service free of any labor charge. Only the new parts will be charged.

(See 6.3 examples)

6.3 EXAMPLES

Example 1. You call New Media Systems that your network (internet) keeps collapsing, going offline. Our technician diagnosed that your network card, inside your computer, was “bad.” Our technician replaces the “network card” (\$50.00) with a labor charge of \$55.00 (1/2-hour labor charge). You pay New Media Systems \$105.00 plus tax.

Now, a New Media Systems technician determines later (within the 30-day guarantee) that it was not the network card in your computer but the router that plugs into the wall that was broken (bad).

New Media Systems will replace the router and prepare the correct charge for you to pay. Note that you can also keep the NEW network card if you want it instead of your old one.

6.3.1 1st Example from above Original Charge situation

Labor \$55.00

Parts 50.00

You Paid \$110.00 +tax

Corrected Charge

Labor \$ 0.0

Parts \$ 185.00

Your New Charges \$185.00 – \$55.00 + \$50.00 refunded to you

7. ESTIMATES

7.1 Free Estimates. All repair/service estimates are free.

7.2 A \$55.00 Estimate Fee is charged after 30 minutes if the technician is not allowed to concentrate on the estimate for service.

7.3 Customers are asked to not interrupt the technician as the evaluation and estimate are completed. Save all additional questions until after you receive the estimate.

7.4 Answer only those questions that the technician may ask in order to properly evaluate your PC's problem.

8. CERTIFICATION

8.1 New Media Systems technicians are Intel A+ Certified service technicians

Remarks/Comments-Please Initial before & after statement (s) before signing document.

Technician's Signature: _____

Client Account # _____

Date: ____ / ____ / ____ Service Order # _____

14543 Hwy. 105 West Suite 208, Conroe, Texas 77304 (631) 473-4487

<https://newmediasystemsusa.com>

I hereby agree to the above terms and authorize New Media Systems to perform services/repairs as stated in the service order.