

Infotech Bury Legal Disclaimer Terms and Conditions

COMPUTER REPAIR/SERVICE AGREEMENT

1. DISCLAIMER

- 1.1 Infotech Bury will only perform and provide computer services, repairs, and upgrades as requested by the customer.
- 1.2 Infotech Bury 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.
- 1.3 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.)
- 1.4 The length of time required to service/repair your computer cannot be predicted. (See para 2.3 below)
- 1.5 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. If in either case, you have not, Infotech Bury will not be responsible for any data loss or damage whatsoever. (See para 4.4 below)
- 1.6 You authorise 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 if required and as required.

2. BILLING TERMS

- 2.1 Computer labour services/repairs and parts supplied are billed either verbally or as stated on a quote provided.
- 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 or hardware supply beyond the above-estimated amount, every effort will be made to contact you and inform you of the situation and receive authorisation to continue or stop at the estimated 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 honoured by Infotech Bury.

3. PAYMENT TERMS

- 3.1 Full payment is due upon completion of services, upgrades, or repairs.
- 3.2 Computer parts, hardware, and software that are ordered must be paid in advance unless otherwise agreed.
- 3.3 Infotech Bury accepts cash, cheques, and direct bank transfer.

4. LIABILITY

- 4.1 Service(s) are provided 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, badly configured software, previous repairs, hardware problems/failures, the customer agrees that Infotech Bury and any person(s) associated with Infotech Bury or involved in the work being done will not be held responsible for any damages resulting from such problems and loss.

4.4 It is the customers responsibility to back up their data. Infotech Bury will not be responsible for any or all data loss whatsoever.

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.

I hereby agree to the above terms and authorise Infotech Bury to perform services/repairs as stated in the service order. I also agree to the terms and conditions within this Agreement.