



## **Fred Thomke - PC Help Guru**

### **COMPUTER REPAIR / SERVICE / CONSULTATION AGREEMENT**

#### **1. DISCLAIMER**

- 1.1 Fred Thomke / PC Help Guru (henceforth “Technician”) will only perform and provide computer services, repairs, consultations, and upgrades as requested by the customer. He 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 and it will have to be rebuilt or upgraded. (Examples: age of computer equipment, repair/replacement parts are obsolete or cost prohibitive such as memory chips, motherboards, etc.).
- 1.3 The length of time required to service/repair your computer cannot be predicted. (See para 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. Technician will not be responsible for data loss. (See para 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. If requested, all such software will be deleted / uninstalled upon completion of the service, unless other arrangements are arranged and agreed.

#### **2. BILLING TERMS**

- 2.1 Computer services/repairs are normally billed at \$40 per hour. Charges will be calculated in half-hour increments, and carry a minimum half-hour charge of \$20.00. Each half hour, or part thereof, will be \$20.00. Special services, such as Periodic Maintenance Service, may have a different rate.
- 2.2 If requested, a written 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 you 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 Technician. Work performed up to this point will be charged normal rates per para 2.1 above.

### 3. PAYMENT TERMS

3.1 Full payment is due upon completion (or work stop order) of services, upgrades, or repairs.

3.2 Computer parts, hardware, or/and software that are ordered or special ordered must be paid in advance unless other arrangements are agreed to by both parties (for example, Technician may order and pay for the parts, and will be reimbursed by you upon completion of repairs).

3.3 Technician accepts cash, checks, and credit cards. Note: At this time, PayPal is the preferred method of providing invoicing and payment options, subject to change.

### 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/failures - You agree to hold Technician and any person(s) associated with Technician or involved in the work being done for you harmless from damages resulting from such problems.

4.4 It is your responsibility to backup your data. Technician will not be responsible for data loss. (See para 1.4 above). Technician may, at his discretion, provide backup solutions if requested by you, subject to para 1.4 above.

### 5. SUPPORT

5.1 Customer satisfaction is my utmost importance.

5.2 All services will be conducted in a professional, reasonable and timely manner 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 not resolved (i.e., if the problem isn't fixed there is no service charge), subject to para 6.2 below.

6. REPAIRS & SERVICE GUARANTEE

6.1 All services and repairs are guaranteed for 90 days from the completion / acceptance date on the Service Order.

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

7. ESTIMATES

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

7.2 A \$20.00 Estimate Fee is charged after 30 minutes if the technician is not allowed to concentrate on the estimate for service (i.e., multiple “can you look at this, too?” type of questions beyond original issue).

7.3 Customers are asked to not interrupt the technician as the evaluation is performed and estimate is 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 PCs problem.

8. CONFIDENTIALITY and NON-DISCLOSURE

8.1 Per my Code of Ethics (see <https://www.pchelp-guru.com/ethics>), Technician will keep all customers’ information, contact details, and data private and will never divulge client information to anyone else. This includes, but is not limited to, customer name(s), email address(es), hard drive data, files, photos, browser history, etc.

Technician’s Signature: Frederik P. Thomke

Date : 03 / 16 / 2022

I hereby agree to the above terms and authorize Fred Thomke to perform services/repairs as stated in the service order. I also agree to the terms and conditions within this Agreement.

Customer’s Signature: \_\_\_\_\_

Date : \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_