

## **VALLEYTECH - REPAIR/SERVICE – TERMS & CONDITIONS.**

### **1. DISCLAIMER**

- 1.1 ValleyTech will only perform and provide computer services, repairs or upgrades as requested by the customer.
- 1.2 There may be circumstances under which your computer cannot be repaired (eg: Age of PC, repair/replacement parts obsolete). In this case, customer will be contacted by technician to discuss possible rebuild or upgrade. No further work will be performed unless approved by customer.
- 1.3 ValleyTech will give an estimated time required for service/repair of your computer , however unforeseen circumstances may have an impact on our ability to complete the job request as provided in the estimate.
- 1.4 Service(s) are provided in an effort to fix, upgrade, or otherwise repair the computer system(s) per your request. Your system will not be intentionally harmed.
- 1.5 In the case of accidental damage of data on your system, or data loss caused by already existing problems such as viruses, badly configured software, or hardware problems/failures – you agree to hold ValleyTech blameless from damages resulting from such problems.
- 1.6 You understand that in the process of working on your computer equipment, there is a potential for data loss. It is your responsibility to make the necessary data backups so that, in the event of such loss, the data can be restored. You may request ValleyTech to back up your data for you, however we do not guarantee any back up. ValleyTech will not be responsible for loss of data.
- 1.7 You authorise the technician 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.
- 1.8 In its sole discretion, ValleyTech reserves the right to refuse work that it believes is beyond the scope of its abilities or for any other good cause.

### **2. BILLING/PAYMENT TERMS**

- 2.1 An estimate of cost for work will be provided before performing computer services/repairs. Estimates are not guaranteed.
- 2.2 In the case that there is an unforeseen deviation beyond the estimated amount, every effort will be made to contact you, informing you of the situation, to receive authorisation to continue or stop at the estimate limit. All work will cease until contacted is established.
- 2.3 Full payment is due on completion of services requested.
- 2.4 ValleyTech reserves the right to request payment in advance for any computer parts, hardware, or/and software that are special ordered.
- 2.5 ValleyTech accepts cash, EFTPOS, cheques or Direct Deposits.

### **3. PRIVACY**

ValleyTech guarantee complete confidentiality. Our technician(s) will not browse through your hard drive looking at your data. However, they may inadvertently see data during the course of their work. In respect to your privacy, please remove any personal or private files you do not wish to be seen.

### **4. WARRANTY**

- 4.1 All services and repairs are guaranteed for 30 days from the completion of the service(s) requested.
- 4.2 Any new hardware/software installed in upgrades are guaranteed as per the manufacturer's warranty.
- 4.3 All labour components have a 30 day guarantee from the completion of the service(s) requested.

---

Technician's Signature: \_\_\_\_\_

Client Name: \_\_\_\_\_

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

Job Request # \_\_\_\_\_

*I hereby agree to the above terms and conditions within this agreement and authorise ValleyTech to perform services/repairs as stated in the Job Request.*

Signed: \_\_\_\_\_

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