

## **Onsite Computer Service Service Disclaimer**

The Person who signs off on the initial work order is the only person who can make decisions and is the only person that **OnSite Computer Service** will communicate with until the work order is completed. Our technicians are trained to analyze your system and restore it to its optimum performance. In order for **OnSite Computer Service** to guarantee your complete satisfaction, you are responsible for make the necessary backup copies of any information on your hard drive before requesting it be repaired. In addition, you are agreeing that **OnSite Computer Service** and its affiliates, agents, and employees are not liable for any data that may be damaged, lost, altered, or destroyed as a result of the system failure or during repair. You are also agreeing to provide any required restoration software or to obtain software from the manufacturer at your expense should any software be damaged, lost, or altered during the repair process. If the computer's operating system must be re-installed to correct problems, **OnSite Computer Service** can only install the operating system that the computer was originally configured with due to licensing restrictions. However; we are able to upgrade your system with genuine Microsoft windows products with COA (Certificate of Authenticity). **Special Note: We are not responsible for restoring E-Mail Services; (Outlook, Outlook Express, or any other E-Mail Services and we are not responsible or liable for restoring any software when software is not provided or communication with any 3<sup>rd</sup> party's to restore E-Mail or Internet Services.** **OnSite Computer Service** can provide these special services at an hourly rate of \$79.99 and these services are not considered as a normal restore or repair service. We are able to provide remote support to our customers free for the first 30 minutes and \$39.99 thereafter. You will be required to provide credit card information for this service and you must be able to connect to the internet from any web browser. To start a remote session, Go to [www.onsitecomputersvc.com](http://www.onsitecomputersvc.com), and in the upper right corner click on the laptop with the word "Help" on its screen. Next call **706-507-9321** and request a login key for support. A technician will be able to login to your computer; you will be able to see every task being performed. You will have complete control and can terminate the session at any time. Your security and privacy is our up most concern and we will repair only what's requested.

Occasionally during a repair or service, we encounter unexpected problems that were not included on the initial repair worksheet. If this situation occurs, all repairs will be suspended until you agree to the cost of additional repairs or services; for example, during software installation, we may encounter hardware problems, hard drive failures, etc...

Our technicians are not allowed to relocate computers from one location to another (moving furniture) or to set up equipment other than the equipment which has been prearranged and the service call was set for that exact job. Onsite Computer Service has gone Green we are recycling responsibly and will recycle your old computer, monitor and printer.