

Lightspeed Laptop Computer Repair

#706-495-8164

Terms Of Service Policy:

- Please do not expect us to magically diagnose or repair your computer via your description on the telephone or via email.
- Sometimes, your situation (computer problem) is one that is very common, and we may be able to venture a guess at the mostly likely cause of your problem and the most likely effective solution during our initial conversation. In order for us to correctly diagnose the repair & estimate we must see the "patient".
- Please Note: Customer Is Responsible For Maintaining A Backup Of Data On Computer Prior To Repair. You agree and understand that it is YOUR (the customer) responsibility to maintain copies of all important data on your computer, and obtain those copies prior to authorizing Lightspeeds Laptop Computer Repair of Augusta GA to begin services for you. I do everything possible to protect the data on your computer, in order to protect myself, and you the customer, data waiver form must be signed/completed. Data Backup Service has been offered, and available if you need prior to any service. "Customer agrees NOT to hold Lightspeeds Computer Repair responsible in any way for data loss, data corruption or consequences of the failure to recover any data or software prior to service & repair". Your computer will not be intentionally harmed. The primary goal is to fix your computer, not damage it. Data Backup Waiver must be understood & signed by the customer prior to service.
- In Home Service: I love animals, do not get me wrong. But I cannot, will not work in an environment that does not allow me to properly diagnose & repair your equipment in home. I cannot concentrate, diagnose or repair your computer(s) with the friendly dog that is jumping on me and licking me in the face while I work on your computer. Electro-static wristband or not, I will not work on the internal components (motherboard) on a computer while the cat(s) rub up and down my leg creating a possible static discharge which will damage the internal components. Animals must be kept in a room other than where the repair is being performed. This goes for rabbits, birds, snakes, reptiles or any other non-human creature. If the diagnostic/repair environment is a non-productive, time-wasting environment the service appointment will be ended and billed \$49 for the on-site call.
- Diagnostics is included with full repair, regardless of how long it takes for us to diagnose the laptop computer. Desktop Diagnostics \$45 / Laptop Diagnostics \$65

After diagnostics, Lightspeeds Computer Repair will contact the customer with an estimate for repair. If the customer chooses to have Lightspeeds repair the computer, the diagnostics "Estimate Fee" will be waived. If the customer declines repairs, they will be charged a Diagnostics Estimate Fee. Diagnostic Estimate "Only" charges above can be applied as a credit at a later time within 30 days of the estimate.

- Methods of Payment: Cash, Check. Credit Card Using Paypal or GoogleCheckout on-line payment services. Unless prior arrangements are made, payment is due on receipt of invoice or work completion.
- Deposit is required on ANY hardware, component-related parts needed to repair or upgrade your computer or laptop, prior to ordering the part(s).
- Abandoned Items: Due to the limited space and property liability issues, I CANNOT hold your device forever. Keeping with this, all customers agree to make a diligent effort to keep in contact with Lightspeeds Computer Repair and decide how they would like their order resolved in a timely manner. If Lightspeeds Computer Repair does not hear from you (via e-mail, phone or fax) for a period of more than 60 days we will assume you have abandoned your equipment and unpaid repair with us. Unless prior arrangements are made, any item left for repair that is not picked up and paid for within 60 days of completion of said repair will be considered abandoned. Lightspeeds Computer Repair makes every effort to contact via phone, voice mail messages, answering machine messages and email. No return contact by

the customer on an abandon item after 60 days, hard drive (if applicable) will be destroyed, the item will be recycled by our waste recycler, OR "parted out" for parts. Prior to any further future transactions Lightspeed Computer Repair of Augusta GA you will be required to remit in full any previous amounts due plus provide pre-payment for any further services. This is a small home based computer repair service, a one man operation that can not afford the time involved in repairing your computer equipment, nor the space to have it accumulate for months afterwards for unpaid labor/time involved.

- Turn around time for service will vary but we will always try to have a 3-4 day turn-around. This does not include if we need to special order parts, OR Saturdays, Sundays or holidays.
- Security: Customer is responsible for checking, and updating definitions to antivirus software and applying security patches to the operating system after the service completion date of repair on the computer. Once again, keeping security programs updated will HELP, but they are not still 100% in keeping your computer free of viruses.
- Privacy: Lightspeeds Laptop Computer Repair will not browse through your hard drive looking at your data; however, we may inadvertently see data during the course of the work. (Data Backup/Recovery for example) Please remove any personal or private files you do not want others to see. Lightspeeds Laptop Computer Repair respects the privacy of its customers and will not disclose any information to a third party unless permission is given or where Lightspeeds Laptop Computer Repair is obligated to by law.
- Right to Refuse: In its sole discretion, Lightspeeds Laptop Computer Repair reserves the right to refuse work that it believes is beyond the scope of its ability or for other good cause.
- Signed Data Backup Waiver Prior To Any Type Of Repair:
Having good backup strategies, and backup schedules set is critical to ensure information, data is protected from corruption and data loss. Data is the most important part of a computer system because it is often irreplaceable. Whether your computer needs service or not. Hard Drives do not last forever. You are responsible for backing up your own data. You may request that Lightspeeds Computer Repair back up your data for you at the stated price.

Data Backup Service will be offered before repair. Customer Is Responsible For Maintaining A Backup Of Data On Computer Prior To Service Repair. Lightspeeds Computer Repair shall not be responsible at any time for any loss, alteration or corruption of any software, data or files due to pre-existing problems & computer diagnostics.

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Terms Of Service & Warranty Policy Can be found on website at:
www.LaptopRepairAugusta.com