



COMPUTER REPAIR/SERVICE AGREEMENT

1. DISCLAIMER

- 1.1 Geek Monkey® will only perform and provide computer services, repairs, and upgrades as requested by the customer. Geek Monkey® will conduct honest, reasonable, and considerate services. Our 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 cannot be repaired. It will have to be rebuilt or upgraded. **Examples: Age of PC, repair/replacement parts obsolete (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. Geek Monkey® 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. All software will be deleted / uninstalled upon completion of the service.

2. BILLING TERMS

- 2.1 Computer services/repairs are billed as stated on the work order provided. Charges will be calculated in quarter-hour increments, and carry a **minimum hour** charge of **\$85.00** for residential clients and **\$100.00** for commercial clients. Each quarter hour additional charge will be **\$21.25** (residential) and **\$25.00** (commercial). **Taxes are not included in the preceding prices.**
- 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, 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 Geek Monkey®.

3. PAYMENT TERMS

- 3.1 Full payment is due upon completion of services, upgrades, or repairs.
- 3.2 Net Terms may be offered to clients at the sole discretion of Geek Monkey® and may require a credit check.
- 3.3 A late payment fee of **3% monthly (42.58% per annum)** is applied from the invoice date when payment has not been received by the client within 30 days of the invoice date.
- 3.4 Computer parts, hardware, or/and software that are ordered or special ordered must be paid in advance.
- 3.5 Geek Monkey® accepts cash, personal or company checks, PayPal, Visa, MasterCard and American Express credit cards, or eMail money transfer.
- 3.6 All equipment, whether hardware or software, held for longer than 30 days without payment, shall become the property of Geek Monkey®, and will be sold to reclaim repair costs, without further notice to the client.
- 3.7 Should an invoice reach 90 days' overdue legal action will be commenced to claim payment. Should legal action be necessary, a non-refundable \$300 administration fee will be applied to the debtors account to cover expenses associated with the legal proceedings. This fee does not cover any recoverable court costs, and these recoverable court costs will also be applied to the debtor's total.

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 to your system or data loss caused by existing problems in your system such as viruses, poorly configured software, or hardware problems/failures -You agree to not hold Geek Monkey®, and any person(s) associated with Geek Monkey® or involved in the work being done for you, liable for damages resulting from such problems.

4.4 It is your responsibility to back-up your data. Geek Monkey® will not be responsible for data loss. (See para 1.4 above)

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.

5.3 Free support will be provided for problems to be resolved from the work order, but not resolved.

6. REPAIRS & SERVICE GURANTEEE

6.1 All services and repairs are guaranteed for 30 days from the completion / acceptance date on the Work Order.

6.2 If later found that the service or repair was incorrectly diagnosed by the technician. Then Geek Monkey® will perform the repair/service free of any labor charge. Only the new parts will be charged. (See examples below)

6.3 EXAMPLES

Example 1. You call Geek Monkey® because your network (internet) continues to go offline. Our technician diagnoses your network card, inside your computer, as defective. Our technician replaces the network card (\$50.00) with a labor charge of \$100.00 (1 hour labor charge). You pay Geek Monkey® \$150.00 plus tax.

Later, a Geek Monkey® technician determines (within the 30 day guarantee) that it was *not* the network card in your computer but the router that plugs into the wall that was defective.

Geek Monkey® will replace the router (\$250.00) and prepare the correct charge for you to pay.

6.3.1 Original Charge Situation

	1st Example	2nd Example	3rd Example
Labor	\$100.00	\$85.00	\$125.00
Parts	\$50.00	\$40.00	\$90.00
Total you Paid	\$150.00	\$125.00	\$215.00

Corrected Charge

Labor	\$0.00	\$0.00	\$0.00
Parts	\$250.00	\$135.00	\$60.00
Your New Charges	\$100.00	\$10.00	Refund of \$155.00

7. ESTIMATES

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

7.2 A \$35.00 Estimate Fee is charged after 30 minutes if the technician is not allowed to concentrate on the estimate for service.

7.3 Customers are asked to not interrupt the technician as the evaluation and estimate are 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. CERTIFICATION

8.1 All Geek Monkey® technicians are **CompTIA A+ Certified** service technicians or the technician is supervised by an **A+ Certified** technician until the subordinate technician receives accredited **A+ Certification from CompTIA**.

8.2 Geek Monkey® is a **CompTIA A+ Authorized Service Center** and Geek Monkey® extensively defends and protects our association and membership with **CompTIA**.

