

I. DISCLAIMER

1.1 ADNETS will only perform and provide computer services, repairs, and upgrades as requested by the customer. ADNETS will conduct honest, reasonable, and considerate services. The goal is to provide the highest quality of service and support at affordable and competitive rates.

1.2 Computer service/repairs are provided as a service. There may be circumstances under which your computer can not 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 depends on multiple factors. Some factors include: The number of requests before you, the complexity of your request, staffing availability, and unforeseen setbacks. We will attempt to give customers a rough idea of when their request(s) will be completed but it is only an estimate and by no means a guarantee.

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. ADNETS will not be responsible for data loss.

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 In shop computer services/repairs are billed at \$50.00 per hour. Charges will be calculated in quarter-hour increments, and carry a minimum charge of \$30.00. Rates for laptop hardware issues vary, see a technician for further details.

2.2 At the customers request an estimate of cost for work will be provided before performing computer services/repairs, however, some estimates are billable. For example: The disassembly of a laptop to diagnose a hardware failure. 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 ADNETS.

3. PAYMENT TERMS

3.1 Full payment is due upon completion of services, upgrades, or repairs.

3.2 Computer parts, hardware, or/and software that are ordered or special ordered must be paid in

advance.

3.3 ADNETS accepts cash, checks, and credit cards (Visa, Mastercard).

3.4 A \$30.00 fee will be charged for all NFS checks.

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 ADNETS and any person(s) associated with ADNETS 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. ADNETS will not be responsible for data loss. (See para 1.4 above).

4.5 Any property left with ADNETS unclaimed for 21 days (3 weeks) without prior pick-up arrangements, will be sold or disposed of as ADNETS sees fit. After 14 days without contact, ADNETS will send a certified letter to the client address on file requesting immediate contact. If contact has not been made within the timeline provided in the letter, ADNETS will take ownership of all property. At which time, ADNETS shall have no liability to the client or any third party & any outstanding debt may be submitted to collections.

5. SUPPORT

5.1 Customer satisfaction is our 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.

6. REPAIRS & SERVICE GURANTEE

6.1 All services and repairs are guaranteed for 3 days from the completion / acceptance date on the Service Order. It is the responsibility of the customer to ensure all of their request(s) have been completed to their satisfaction.

6.2 If later found that the service or repair was incorrectly diagnosed or overlooked by the technician, ADNETS will perform the repair/service free of any labor charge, only the new parts (if applicable) will be charged. ADNETS retains the right to determine if a repair was incorrectly diagnosed, a result of work we performed, unforeseen hardware failures, or are customer induced.

7. CONFIDENTIALITY

7.1 ADNETS does not sell, rent, or loan any personal information about its customers to any outside party at any time.

ADNETS agrees not to disclose any and all information or data files supplied with, stored on, or recovered from client's equipment except to employees or agents of ADNETS subject to confidentiality agreements or as required by law.