***Techknowhow***

***Terms and conditions***

I acknowledge that \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ has the permission to work on my device. I also agree to the upfront trouble shooting fee that was advised before any work is done. All prices after the trouble shooting fee is paid will be advised before any work is done on any equipment.

I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ agree that any damage that was done to hardware before you brought the equipment in I am not responsible for, nor am I responsible for all void of warrantees that are broke while opening up any equipment, as advised before we work on the equipment.

I am not responsible for any loss of data due to failing hardware, or software on any device.

Time is based on severity and 1st in 1st out, also depending on severity of the issue and work impacting.

Payments – Payments for the trouble shooting fee is due up front, however the price to fix will be advised before we fix the device and is due before the device can be returned to the owner. For all online support the payment can be mailed or paid on paypal and anyone who does not pay bill after the online service is complete , I hold the right to bill you by mail and refuse any service if there is an unpaid balance in our office. Refunds can be done for the price of the fix if you are not happy with the service however the price for the trouble shooting is not refundable. For all late payments 30 days old will be a 20.00 fee and any bad checks will be a 40.00 fee.

Customer signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_