



# **Lorr Computer Solutions, LLC**

*Solving Technology Problems Together*

**608 - 406 - 2141**

501 West Broadway Street, Viroqua, WI 54665-1014

## **COMPUTER REPAIR/SERVICE AGREEMENT**

### **1. DISCLAIMER**

- 1.1 Lorr Computer Solutions will only perform and provide computer services, repairs, and upgrades as requested by the customer. Lorr Computer Solutions will conduct honest, reasonable, and considerate services. The 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 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 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. Lorr Computer Solutions will not be responsible for data loss. (See para 4.4 and sect 8 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 repair software will be deleted / uninstalled upon completion of the service.

### **2. BILLING TERMS**

- 2.1 Computer services/repairs are billed as stated on the service order provided. Charges will be calculated in one hour increments, and carry a minimum one hour charge.
- 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 Lorr Computer Solutions.

### **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 Lorr Computer Solutions accepts cash, checks, and credit cards.

#### 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, poorly configured software, or hardware problems/failures; You agree to hold Lorr Computer Solutions and any person(s) associated with Lorr Computer Solutions or involved in the work being done for you harmless from damages resulting from such problems.

4.4 It is your responsibility to back up your data. Lorr Computer Solutions will not be responsible for data loss. (See para 1.4 above and sect 8 below)

#### 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.

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

#### 6. REPAIRS & SERVICE GURANTEEE

6.1 All services and repairs are guaranteed for 10 days from the completion / acceptance date on the Service Order.

6.2 If later found that the service or repair was incorrectly diagnosed by the technician. Then Lorr Computer Solutions will perform the repair/service free of any labor charge up to \$100. New parts will be charged to the customer.

#### 7. ESTIMATES

7.1 Free Estimates. All repair estimates are free. (See para 2.2, 2.3, and 2.4 above)

#### 8. BACKUP OF DATA

8.1 The customer is responsible for the backup of data on their computer.

8.2 At request of the customer, Lorr Computer Solutions will back up data for an additional fee.

8.4 The data backup process is an automated software that copies files to be backed up to one of the Lorr Computer Solutions file servers. Backed up files can be stored on these servers for up to three (3) months after the invoice date at which point they will be deleted.

8.5 Windows and program files folders will not be backed up without a specific written request from the customer.

8.6 Lorr Computer Solutions will not be held responsible for files that are not backed up and lost.

8.7 Lorr Computer Solutions is in no way responsible for the content of the customer's files.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_