

## **TechInfusion "TechPro" Service Terms and Conditions**

### **Client Consent:**

A complete copy of this terms and conditions document will be given to you at the beginning of your scheduled service call. Clients must read and sign the agreement before the TechPro can begin the service call. A complete, signed copy of this terms and conditions document will be left with you at the end of your scheduled service call.

### **Scheduling:**

Scheduling: If we are unable to schedule an appointment during your initial call, you will be called within one business day (during normal business hours) to set up an appointment. At that time, a TechInfusion consultant will review your service needs with you.

### **Customer Responsibilities:**

An adult (18 years or older) must be present during the entire installation or repair process. If the TechPro arrives at the scheduled time and no adult is present, or if the adult leaves prior to the service being completed, the TechPro will leave and you will be subject to the stated service charges.

You must type in all passwords for security purposes. However, if you elect to have TechInfusion provide remote management and support for your computer(s) and/or network, the TechPro will set and retain the administrative passwords necessary for TechInfusion to deliver these services. You will be provided a copy of all configuration settings and administrative passwords upon completion of the service call.

You are responsible for backing up all vital data files prior to any TechPro service being performed.

You are responsible for data migration to a new PC or hard drive. Data transfer services are available from the TechPro for an additional fee.

You are responsible for the disposal of any packing materials or trash, and recycling of any used electronic equipment. TechInfusion will remove electronic equipment for recycling at an additional charge.

TechInfusion service fees are nonrefundable once the TechPro has started work on the scheduled items. Cancellation notice must be given before service work begins to qualify for a prorated refund. For any cancelled service a minimum trip charge will apply.

### **Tasks that Must Be Completed Prior to Install or Repair:**

You are responsible for backing up all data files prior to the start of TechPro services. The TechPro will provide data backup for an additional charge, if requested. Data backup performed under these conditions will be for service call purposes only. On-site backup for service calls will be for data only, and will not include configuration settings, application software or system restore capabilities. TechInfusion is not responsible for lost data. Liability for loss of data backed up by the TechPro for service-call purposes will be limited to a refund of service-call backup charges.

You must purchase and supply any hardware devices, components, peripherals, software or cabling needed for installation. If you are requesting network set-up and configuration for multiple devices, you must supply a router, hub, modem or switch with an adequate number of ports to support the required number of devices.

You must have an ISP/Internet or home network connection that is active and working properly prior to any installation service.

All equipment being installed must be available and located in the general area where the installation or set-up is taking place. For move-in services, equipment must be unpacked and placed on furniture; TechPro will connect cables for computer, internet connection and printer. For installation of new factory-ordered equipment, TechPro will unpack equipment and connect computer, internet/network, and printer.

Components purchased for the installation must be available to the TechPro in order for the service call to begin. The TechPro must be given immediate access to the equipment so the service call can begin as scheduled.

You must provide an adequate environment (power, space, etc.) for the scheduled service.

You are responsible for providing an adequate power supply, power cords and surge protectors. TechInfusion service guarantees do not cover equipment failure or configuration setting loss due to electrical surges or power problems.

You must have legally licensed software, and all software license keys, registration or serial numbers, and any media that may be required must be available to the TechPro prior to the start of the service call.

### **TechInfusion Service Warranty:**

TechInfusion warrants its services for a period of 30 days from the service date, including issues arising from the installation configurations set up by the TechPro. TechInfusion is not responsible for issues due to customer-initiated configuration setting changes, new software upgrades, ISP connection issues, relocation, viruses or spyware issues, misuse or electrical power outages or surges. Additional trips not covered by the warranty will be subject to charges.

Tutorial services are not included under the warranty terms.

TechInfusion's warranty applies to virus, spyware, or adware removal and protection services only if a TechPro installs and/or verifies proper protection against such threats.

### **Network Installation Requirements:**

You must have a Microsoft Windows disk with license key code or a system restore disk available at the time of installation. If you would like the TechPro to make a restore disk, an additional charge will apply.

Your internet connection (broadband, cable, or fiber optic) must be active before the TechPro arrives. Satellite-delivered broadband is not eligible for this service.

All computers must be virus and spyware free and all devices being connected must be in good working condition.

Network installation does not include set-up or installation of computers. Computer set-up or installation is available as a separate service.

If a computer has a condition that prevents it from being connected to a network, any repair or troubleshooting work to get the machine network ready will result in additional charges.