



# Service Agreement

Please print out this form, sign and bring with you at time of service.

## 1. DISCLAIMER

- 1.1 RCS Computers, LLC. will only perform and provide computer services, repairs, and upgrades as requested by the customer. RCS Computers, LLC. 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. RCS 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 invoice provided. Charges will be calculated by services requested by the customer. Services are provided at a flat rate specific for that service. We do not charge an hourly labor fee. Each service is designated a set price for that service.
- 2.2 An estimate of cost for work can be provided by customer request 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 RCS Computers, LLC.
- 2.5 RCS Computers, LLC does not sell hardware, software or upgrade parts for computers. We only provide a labor service. The purchase of all hardware, parts and software is the sole responsibility of the customer unless otherwise noted.

## 3. PAYMENT TERMS

- 3.1 Full payment is due upon completion of services, upgrades, or repairs. No Exceptions.
- 3.2 Payment must be paid in full by customer before departing RCS Computers, LLC with serviced, upgraded or repaired computer(s). No Exceptions.
- 3.3 RCS Computers, LLC accepts cash, personal checks and credit cards through PayPal.. **Note: Checks are cleared within 24 hours as an eCheck.. We DO NOT ACCEPT Certified checks and checks sent through courier service. No Exceptions.**
- 3.4 Personal checks that bounce due to lack of funds will be charged a \$35 fee on top of your current bill.

## 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 MyPC2Repair® and any person(s) associated with RCS Computers, LLC.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. RCS Computers, LLC.will not be responsible for data loss. (See para 1.4 above)



**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 GUARANTEE**

- 6.1 All services and repairs are guaranteed for 30 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 RCS Computers, LLC. will perform the repair/service free of any labor charge. Only the new parts will be charged

I certify that I have read the terms of services provided by RCS Computers, LLC and agree with such terms. I acknowledge and fully understand the services and policies set forth in this service agreement and will adhere by these terms.

RCS Computers, LLC \_\_\_\_\_ Date \_\_/\_\_/\_\_

Customer Signature \_\_\_\_\_ Date \_\_/\_\_/\_\_

RCS Computers, LLC.      Essex, Maryland 21221      <http://rcscomputers.yolasite.com>      [Facebook.com/rcsbaltimore](https://www.facebook.com/rcsbaltimore)

Revised March 2011. This service agreement is subject to change at any time. Please read this agreement every visit to RCS Computers, LLC. RCS Computers will provide customer copy along with second copy to keep in our records.

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