



“Personal insight to your computer needs”

Conditions, Terms of Service, and Release of Liability for Computer¹ Repair or Service

By signing or initialing this form, or by signing or completing any portion a work order, or by initiating or accepting a remote support connection, I, the client hereby agrees to the following terms and conditions prior to service.

- There is a \$45.00 per hour service and labor charge per system for any work to be performed, including diagnostics and troubleshooting. All Macintosh / Apple computers will be charged at \$65.00 per hour rate. I understand there is a \$90 per hour rush labor charge. It is understood that the final charge may exceed the printed estimate or any "Estimate observation" provided by our field staff or technicians. The customer will be charged for original software CD's and/or registration provided for those repairs at Insite Technology LLC²'s discretion if client does not have and provide software disks, CD's, and required registration codes or numbers provided by software manufacturer or original system builder. Insite Technology LLC. will be held free and harmless for systems picked up at owners request and discretion before completion of repair.
- "Back Ups" of the customers personal files, such as but not limited to "My Documents, Favorites, Emails, Address book and the Desktop elements" are available upon written request prior to service, and will be subject to an additional charge. Insite Technology, LLC will not backup your data without this written request and cannot be held liable for loss due to this lack of backup.
- Return Policy: Insite Technology LLC. offers a 3 day return policy from purchase date. All returns are subject to a 35% restocking fee and are subject to inspection and approval by technician upon receipt of product in question. Unfortunately we cannot accept returns on any custom built items, damaged products, Software in opened or unsealed packages, or special order items.
- A \$7.50 a day fee will be charged for all computers left unredeemed for more than 1 week past date of completion or work order closeout, accruing until computer is picked up, or at Insite Technology LLC.'s discretion. All systems left for over 45 days without pickup and/or payment arrangements will be considered abandoned by client. Though attempts to contact the client may be made, it is not Insite Technology, LLC's responsibility to make pickup and/or payment arrangements. I understand that Insite Technology LLC. has limited space and if a system is abandoned past 45 days it will be recycled or disposed of. If it is not disposed of, is intact, and is reclaimed after the 45 days, the \$7.50 a day fee for storage will be added to the total invoice prior to the release of the system. This additional fee will be considered as an original charge for service for the purpose of collection and release of lien.
- Unless previously authorized in writing by the management, all service fees and hardware purchases are due and payable upon delivery. Except for special orders which must be paid at the time of ordering. I understand that Insite Technology LLC. holds a mechanics lien on my computer until work is paid for in full and will not release my computer to me without payment in full. By approving this work order, I freely give Insite Technology, LLC rights and ownership to all equipment, including software, if I fail to pay in full, or fail to pickup or arrange pickup of my equipment within 45 days. I accept that paying, arranging payment, picking up and arranging pickup are my responsibility solely and not the responsibility of Insite Technology, LLC.
- I authorize Insite Technology LLC. technician(s) to perform work on my computer. I understand that Insite Technology LLC. technicians have been trained to perform computer hardware and software work, but Insite Technology LLC. is not an authorized service dealer. Further, I agree to release, indemnify, and hold harmless Insite Technology LLC. from liability for any claims or damages of any kind or description that may arise from any work performed on my computer, or parts provided, unless caused by severe negligence of Insite Technology LLC. or its agent(s). I further acknowledge that Insite Technology LLC. offers no explicit warranty on services performed, software installed nor parts provided other than the manufacturer's warranty. I understand that technical support rendered by Insite Technology LLC. may void manufacturer warranties for this computer system. Insite Technology LLC. does not assume any liability or warranty in the event that the manufacturer warranties are voided.
- I certify that I am the expressed owner of the computer system noted on the work order and placed in the care of Insite Technology, LLC.. In the event that I am found not to be the true expressed owner of this computer system, I assume all liability for any claim made as the result of the technical support rendered by Insite Technology LLC. on this computer system, including those claims which assert negligence on the part of Insite Technology LLC.
- I understand that Insite Technology LLC. is not responsible for any data³ loss, which may occur as a result of work done on my computer. That due to the nature of the services being performed, there is a potential risk of damage, loss or corruption to system files and personal data and that I agree to hold harmless Insite Technology LLC. from all liability due to this eventuality.
- I understand that Insite Technology LLC. is not responsible for the operation or eventual malfunctions of any external devices including but not limited to, scanners, printers, hard drives, cameras, webcams, iPods, mice, keyboards, speakers, telephones, televisions, routers, faxes, monitors, and wireless devices.
- I understand that Insite Technology LLC. is not responsible for the installation, the operation, or any malfunctions of private applications including but not limited to, word processors, antivirus or spyware programs, photo or imagery software, video games, financial applications, Email clients and browsers.
- I hold harmless Insite Technology LLC. from any and all liability from incidental or consequential material or financial damage or loss, including during the transportation or storage of the computer system.
- I expressly waive all claims against Insite Technology LLC. for any damages to this computer system or data that are incidental to the technical support rendered by Insite Technology LLC.
- I grant Insite Technology LLC. total access and permission to physically transport, disassemble, manipulate, modify, view, edit, delete or install any file or software deemed necessary by the technician.
- I understand that Insite Technology LLC. offers no verbal or written warranty, either expressed or implied, regarding the success of this technical support.

I have read, understood and fully accept the terms and conditions of this agreement.

Client Signature _____ Date _____

¹ Computer is defined as: Hardware (CPU, drives, optics, enclosure, mouse, keyboard, printer, monitor and associated cables, peripherals, externals and networking equipment), software (operating system software, applications software and related software) and the additional physical devices specified in writing on the work order. Also herein referred to as 'computer system', 'system', or 'equipment'

² Insite Technology LLC. is defined as: The organization, employees and agents charged by the Chief Executive Officer to provide information technology services, support, repair, maintenance, or consultation to the client for pay. Also herein referred to as 'Insite', 'Insite Tech', 'IT', 'the company', or 'company'.

³ Data is defined as: Any information not part of operating system software. Applications, system software, personal information or data, or related software that is stored on the computer system described in these documents or on any device that interacts with the computer system described in these documents.