

## My signature on the front of this page affirms I understand the following:

- For computers, a \$60 minimum fee applies for inspection and evaluation. This amount will be applied to final billable labor charges<sup>1</sup>.
- For iOS devices & Beats, a \$30 minimum fee applies for inspection and evaluation. This amount will be applied to billable labor charges<sup>2</sup>.
- **TenPlus accepts payment in person by cash and credit card. TenPlus does not accept checks.**
  - **Name on credit card must match name of the individual presenting the card.**<sup>3</sup>
- Labor estimates and charges are based on a bench rate of \$120 per hour, billed in 1/4 hour increments.
- Inspection and evaluation will include (as required) Apple remote diagnostic utilities (AST MRI) and local utilities.
- Inspection and evaluation will **begin** no later than two business days after my computer is checked in, as indicated below<sup>4</sup>:

Checked in	Inspection & Evaluation begins
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Monday
Friday	Tuesday
Saturday (Service Dept closed)	Wednesday
<b>Expedited service (+\$80)</b>	<b>Within 4 business hours</b>

- I will receive an estimate for the cost to repair my computer which I may approve or decline.
- Data transfer and data recovery services incur additional charges. Results are not guaranteed<sup>5</sup>.
- TenPlus Systems is not responsible for data loss.
- A repair on my warranty covered computer may not be covered by warranty<sup>6</sup>.
- Installation of parts not purchased through TenPlus Systems are not guaranteed in any way and I am responsible for the labor charges regardless of the results.
- Any non-warranty service part that must be returned to the vender due to repair cancellation is subject to a 20% restock fee (\$50 max fee).
- Customer equipment is insured on a replacement cost basis while in TenPlus' care, custody and control<sup>7</sup>.
- It is my responsibility to be accessible for updates by phone and/or email.
- **These calendar benchmarks apply to the service work on my computer:**
  - Once I receive a repair estimate, I need to make a decision about the repair within 14 days.
  - Once I am made aware that my equipment is ready for pickup, I need to pick it up within 30 days.
  - My equipment will be considered abandoned if I have not picked it up 60 days after being notified it is ready.
- For equipment I don't want to repair or pick up, I can have TenPlus Systems e-cycle it on my behalf.
- **Abandoned equipment becomes the absolute property of TenPlus Systems to dispose of according to its own best interests. Options include, but are not limited to, e-cycling and sale.**
- TenPlus offers a 30 day labor warranty; parts warranties vary by vendor with a minimum 90 days. Warranties begin when repair is complete.

<sup>1</sup> Applies to all non-warranty computer repairs

<sup>2</sup> Applies to all non-warranty iOS device and Beats repairs

<sup>3</sup> TenPlus reserves the right to adapt this policy on a case-by-case basis based on familiarity with customer and business history

<sup>4</sup> Holidays will alter this timeline. For instance, computers checked in Wednesday before Thanksgiving will have inspection and evaluation started no later than Tuesday after Thanksgiving.

<sup>5</sup> Data transfer is from a healthy drive. Data recovery is from a failing drive. Successful in-house recovery costs \$275. When it cannot be recovered in-house, we recommend DriveSavers®. We treat all data with the same care and confidentiality we give our own data. (<http://www.drivesaversdatarecovery.com>)

<sup>6</sup> Warranties do not cover software repairs or recovery, or failures due to accidental damage and abuse. Retro-fitting computers for mail-in repair, whether in or out of warranty, is also billable. Charges are calculated at the normal bench rate of \$120 per hour.

<sup>7</sup> Responsibility expires 60 days after notification that repair is complete or repair is declined.