

Mac & Lenovo Repairs - Terms & Conditions

- For **Mac** and **Lenovo** computers, a **\$70 Inspection & Evaluation** fee applies to service issues not covered by warranty. Inspection and evaluation will include Apple required diagnostics and local utilities. Failures due to **Accidental Damage and Abuse** may not be covered by warranty or may incur an additional service fees.
- In general, **labor charges** are calculated in **half hour** increments at an hourly labor rate of \$140 per hour unless otherwise denoted on your SRO.
- **Diagnostics** are generally started within **24 business hours** of check in. Customers should anticipate a turn around time of approximately **one week** for hardware repairs (due to parts availability, the turn around time can not be guaranteed). Customers will receive an **Estimate** for the cost of repairs. It is the customer's prerogative whether to approve or decline. Once you receive a repair estimate, you must approve or decline the repair within **7 business days**. Once you are made aware that your device is **Ready For Pickup**, the equipment needs to be picked up within **14 Days**. Equipment will be considered **ABANDONED** if not picked up within **30 Days** after being notified it is ready for pickup. 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 of the device.

iOS Device Repairs - Terms & Conditions

- For **iOS device repairs** (iPhone, iPad, iPod, AirPods, HomePod, Apple TV and Beats), a **\$35 Inspection & Evaluation** fee applies to services issues not covered by warranty. Inspection and evaluation will include Apple required diagnostics and local utilities. Failures due to **Accidental Damage and Abuse** may not be covered by warranty or may incur an AppleCare+ service fee.
- In general, **labor charges** are calculated in **quarter hour** increments at an hourly labor rate of \$140 per hour unless otherwise denoted on your SRO.
- **Diagnostics** are generally started at the time of check in and will completed within **30 minutes**. Customers should anticipate a turn around time for many repairs of approximately **1 to 2 hours**. For whole unit replacements or mail in repairs the turn around time will be **3 to 5 business days**. For all hardware repairs (due to parts availability), the turn around time can not be guaranteed. Due to the nature of iOS device repairs, TenPlus can not guarantee the protection of existing attachments or screen protectors on your iOS device. iOS devices that have 3rd party parts installed, have been serviced by anyone other than an AASP, are not guaranteed a repair path, and diagnostic fees will be billed.
- Customers will receive an **Estimate** for the cost of repairs. It is the customer's prerogative whether to approve or decline. Once you receive a repair estimate, you must approve or decline the repair within **7 business days**. Once you are made aware that your device is **Ready For Pickup**, the equipment needs to be picked up within **3 business days**. If the customer does not pickup their repaired or replacement device in 3 business days, the device will be sent back to Apple and the repair will be cancelled and all service fees will be non-refundable.

All Devices Repairs - Terms & Conditions

- **All devices** will be considered **ABANDONED** if not picked up within **30 Days** after being notified it is ready for pickup. 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 of the device.
- TenPlus Systems is not responsible for **Data Loss**. Data capture and data recovery will incur additional charges. Results are not guaranteed and are based on best effort.
- **Repair cancellations** for non-warranty service parts are subject to a **25% Restock Fee**.
- TenPlus may decline service at the technician's discretion based on inspection, diagnostic results and/or third party components/tampering.
- Customer devices are **Insured** at replacement value while in TenPlus' care, custody and control.
- **Warranty information:** TenPlus Systems Labor = 90 day warranty. Apple Parts = 90 day warranty (or remainder of device warranty, whichever is longer). Third party parts are subject to manufacturer's or suppliers warranty and vary vendor to vendor. Warranties do not cover software repairs and maintenance, or failures due to accidental damage and abuse