

TenPlus Systems CORE Services operates according to the following Terms & Conditions:

- You are opting in for TenPlus' periodic email newsletter. Unsubscribe is an option on every newsletter. Check this box to opt out:
- A \$60 **Inspection & Evaluation** fee applies to computers and service issues not covered by warranty.¹
- **Inspection & Evaluation** will include (as required) Apple remote diagnostic utilities (AST MRI) and local utilities.
- **Inspection & Evaluation** will begin two business days after the computer is checked in, as indicated below²:
Please check the appropriate box:
 - Monday** check-in will have inspection started **Wednesday**
 - Tuesday** check-in will have inspection started **Thursday**
 - Wednesday** check-in will have inspection started **Friday**
 - Thursday** check-in will have inspection started **Monday**
 - Friday** check-in will have inspection started **Tuesday**
 - Saturday** check-in will have inspection started **Wednesday** — Saturday is not considered a Service Department business day.
- **EXPEDITED SERVICE** is available. An \$80 premium applies and inspection will begin within 4-business hours.
- Customers will receive an estimate for the cost of parts and labor. It is the customer's prerogative whether to approve or decline.
- **TenPlus Systems is categorically NOT RESPONSIBLE for data loss.**
 - TenPlus carries a variety of storage devices and welcomes the opportunity to help you implement a data backup plan.
 - Data transfer and data recovery services incur additional charges. Results are not guaranteed.
- Service on a warranty covered computer may not be fully covered by warranty³.
- Results are not guaranteed when service parts are not acquired through TenPlus Systems. Labor charges apply regardless of results.
- Any non-warranty service part that must be returned to the vendor 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 control⁴.
 - Limited to 60-days from the date the service ticket is created.
 - It is the customer's responsibility to be accessible for updates by phone and/or email.
- **These calendar benchmarks apply to the service work on your device:**
 - Once you receive a repair estimate, you need to make a decision about the repair **within 7 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.
 - **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.
- For equipment you don't want to repair or pick up, TenPlus offers e-cycling as a convenience to our customers.
- TenPlus offers a 30 day labor warranty; parts warranties vary by vendor with a minimum 90 days. Warranties begin when repair is complete.

TenPlus accepts payment in person by cash and credit card. TenPlus does not accept checks.

- **The name on the credit card presented must match the name of the individual presenting the card.**
- **Alternative arrangements, if necessary, must be made in advance and with the approval of TenPlus' Accounting Department or Management.**
- **TenPlus reserves the right to adapt this policy on a case-by-case basis based on familiarity with customer, business history, and other situational criteria.**

¹ 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.

² Holidays will alter this timeline. For instance, computers checked in Wednesday before Thanksgiving will have inspection and evaluation started on Tuesday after Thanksgiving.

³ 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.

⁴ Responsibility expires 60 days after notification that repair is complete or repair is declined.