



South Central COMMUNICATIONS



Terms of Service

1. DISCLAIMER

Tech Medics offers computer service, repair and upgrading services as is. We believe business should be conducted honestly, fairly and be subject to reasonableness. We strive to provide the highest quality of service and support. We cannot guarantee specific results for our services, but will operate under the principles stated above and expect you to do the same.

2. PAYMENT TERMS

Tech Medics offers a \$20 diagnostic of your system by one of Technicians. Full payment is due upon completion of servicing. Failure to pay may result in the debt being turned over to a collections agency and reporting to the credit bureau. You will be responsible for all costs incurred by us, collection agencies, or courts incurred by litigation for failure to pay.

3. GUARANTEE

Once an order has been placed, it's the sole discretion of Tech Medics to decide whether or not we can resolve the problem. In some instances, research time may be needed in order to find a resolution to the problem. In some instances, it may be required for you to obtain hardware at the request of the technician. In these instances, your ticket will remain open for 7 days in order for you to obtain the hardware to complete the service. Failure to obtain and/or call Tech Medics back to complete the service does not constitute Tech Medics not being able to solve your problem and fees will not be refunded. In other instances, your original Windows installation disk will be required to resolve your issue. In these instances, your ticket will remain open for 7 days in order for you to obtain a replacement disk. Failure to obtain or the absence of this disk does not constitute Tech Medics not being able to solve your problem and fees will not be refunded. All services include a 7 day guarantee from date of original service.

4. LIABILITY

We provide our services in an effort to fix, upgrade, or otherwise repair the computer systems for which you request such services. We will not intentionally harm your system. It is our goal to fix your computer, not damage it more. In the case of accidental damage or data loss to your system, further damage or data loss caused by already existing problems in your system such as viruses, misconfigured software, or hardware problems/failures, you agree to hold us, Tech Medics, and any persons associated with or involved in the work being done for you, non-labile for any damages resulting from such problems.

5. SERVICE AND SUPPORT

Customer satisfaction is of utmost importance to us. We will backup our work with support services. Free support will be provided for problems requested to be resolved in the work order but not resolved. Additional support may be provided free of charge at our discretion.

6. UNCLAIMED SYSTEMS

Any system left at Tech Medics over 60 days after completion will be charged a \$2/day storage fee. Items left more than 90 days become the property of Tech Medics.

7. TURN-AROUND TIME

Tech Medics provides services on a first come-first serve basis, excluding contractual clients. If you need your system placed in priority, a Priority charge will be added to your invoice.

8. CONFIDENTIALITY

Tech Medics DOES NOT Share Personal Information with Third Parties (except as needed to fulfill requested services using intermediaries or agents) without users' express consent. Though we make every effort to preserve user privacy, we may disclose personal information when we have a good-faith belief that such action is necessary to comply with an appropriate law enforcement investigation, current judicial proceeding, a court order, or a legal process that we must legally comply with.