

Computer Repair & IT Services Agreement

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1. SCOPE OF SERVICE & DISCLAIMERS

- 1.1 Authorization:** You authorize Judd Computer Services to inspect, diagnose, repair, or upgrade your computer or network equipment as requested. We provide honest, professional service, but because technology issues vary, specific outcomes cannot be guaranteed.
- 1.2 Unrepairable Equipment:** Some systems cannot be cost-effectively repaired due to age, severe damage, or obsolete/unavailable parts (such as older motherboards or memory). In these cases, we will advise you on replacement or upgrade options.
- 1.3 Turnaround Time:** Completion times depend on diagnostic complexity and parts availability and cannot be guaranteed in advance.
- 1.4 Diagnostic Tools:** You authorize our technician(s) to install temporary diagnostic, security, or anti-malware utilities needed to complete your repair. Temporary utilities will be removed upon completion unless purchased by you.
- 1.5 Equipment Pickup & Storage Fee:** Completed off-site repairs must be picked up within **14 days** of notification. Due to limited workshop space, equipment left beyond 14 days will incur a **\$5.00 per day storage fee**.

2. RATES, ESTIMATES & BILLING TERMS

- 2.1 Service Rates:** Common repairs and tune-ups are billed at flat rates where applicable. Hourly services—such as on-site networking, server troubleshooting, or custom installations—are billed at **\$125.00/hour on-site** and **\$85.00/hour off-site (workshop/remote)**.
- 2.2 1-Hour Minimum:** All hourly services and on-site visits carry a **1-hour minimum charge (\$125.00 on-site / \$85.00 off-site)**, plus applicable Texas/San Antonio sales tax.
- 2.3 Estimates & Cost Changes:** Phone, text, and email estimates are free. On-site diagnostics/estimates require the **1-hour minimum fee (\$125.00)**. If you approve the repair at that time, the estimate fee is waived and applied toward your service. If you decline service during an on-site visit, the 1-hour service call fee (\$125.00) remains due.
- 2.4 Approval for Additional Work:** If unforeseen issues arise that would exceed your initial estimate, we will pause work and contact you for approval before proceeding. If you cannot be reached, work will remain paused until we hear from you.
- 2.5 Off-Site Repairs:** Repairs that cannot be completed quickly or safely on-site will be brought to our workshop for bench testing and completion.
- 2.6 Remote Support:** Remote repair sessions must be paid prior to service. If we are unable to resolve your issue remotely, you will receive a full refund.

3. PAYMENT TERMS

- 3.1 Payment Due at Completion:** Full payment is due upon completion of services or upon equipment pickup/delivery.
- 3.2 Special-Order Parts:** Hardware, replacement parts, and software licenses that must be special-ordered require payment in advance.
- 3.3 Accepted Payment & Returned Checks:** We accept major credit cards, cash, and checks. Any check returned for non-sufficient funds (NSF) or any other reason will be assessed a **\$35.00 returned check fee**, and we reserve the right to pursue collection for unpaid balances.

4. DATA BACKUP & LIMITATION OF LIABILITY

- 4.1 Customer Responsibility for Backups:** Working on computer hardware and software always carries a risk of data loss, especially when drives are failing or infected with malware. **You are solely responsible for backing up your data** prior to service unless you specifically hire Judd Computer Services to perform a data backup first.
- 4.2 Limitation of Liability:** While we take every precaution to care for your equipment, Judd Computer Services is not liable for data loss, corrupted files, or hardware failures resulting from pre-existing conditions, failing components, malware, or software defects.

5. 7-DAY SERVICE & REPAIR GUARANTEE

- 5.1 Workmanship Guarantee:** All labor and repairs are guaranteed for **7 days** from the invoice date. If the original issue listed on your service order was not resolved or was misdiagnosed, we will re-service the problem free of any additional labor charge (you only pay for any additional replacement parts, if needed).
- 5.2 Exclusions:** This guarantee covers only the specific work itemized on your invoice. New issues, unrelated software problems, or re-infections caused after pickup/completion are not covered under warranty and will be billed at standard rates.

By signing below, I authorize Judd Computer Services to perform the requested services and agree to all terms and conditions stated in this Agreement.

Customer Signature: _____

Date: _____

Printed Name: _____