



Reliance Connects PC Repair Policy

Rates

Computer systems are repaired at a rate of \$65.00 per hour if the computer or electronic device is brought to our office. A diagnostic charge of \$25 will be assessed if the customer elects to not have the repair completed. A rate is \$95 per hour for PC Repair work done at the customers premise. A diagnostic charge of \$50 will be assessed if the customer elects to have the diagnostic done at the customer premise. All diagnostic charges are waived if repair work is elected to be done at the normal hourly rates.

1. In-House Rates (at Reliance Connect office)

- a. For Walk-in Q&A sessions and “Quick-Fix” work at the Reliance Connects Office; Work performed on customer computers or mobiles device shall consist of duration of typically no more than 10 minutes and will be provided at no charge. If evidence is found during this period that would suggest further diagnosis and more involved troubleshooting is necessary to address the issue (i.e. including research on error codes, suspected drive failure/degradation or physical irregularities of hardware), the standard Diagnosis fee of \$25 and regular PC-Repair Rates (\$65/hour) will apply.
- b. Diagnosis Fee is \$25
- c. Once a diagnosis has been performed and work is required:
 - i. \$65 per hour (\$25 diagnosis fee is waived)

2. At Customer Premise

- a. Diagnosis Fee is \$50, Prepaid
- b. Once a diagnosis has been performed and work is required:
 - i. \$95 per hour (\$50 diagnosis fee is waived). Travel time to be included.
- c. On-site per hour charge is billed as follows:
 - i. Billed in 15 minute increments.
 - ii. \$35 for the 1st 15 minutes
 - iii. \$20 for each additional 15 minutes.
- d. <Example> Onsite visit takes 1 hour for repair. Prepaid \$50, so \$45 is owed.
- e. Payment is collected at time of visit

Scope of Services

PC Repair Services are offered in our following exchanges: Estacada, Eagle Creek, Corbett (no on-site service offered in Corbett) and Mesquite, NV.

General Tune-Up

If your PC is acting strange, running slow, having pop-up messages or other signs of problems, we will first run diagnostics on the hardware to make sure that hardware problems aren't contributing to your

computer's problems. Once we know that the hardware is working properly, we'll proceed with the tune-up service where we will make sure that everything is working as it should.

General Tune-up services include scanning for and removing all traces of malicious software – including Viruses, spyware, trojans, root-kits, worms, etc. from your system, update your software, install our FREE recommended anti-virus software (if requested), remove unwanted programs, run optimization software to check for unnecessary running processes and software, and verify that Windows is up to date and operating properly.

Laptop and Desktop Repair

Scope of Reliance Connects PC Repair Service

Install, Diagnose, Replace and/or Upgrade internal or external PC hardware components, such as:

- Hard drives
- Memory
- Optical drives
- Graphics cards
- Printers
- Scanners
- Motherboard replacement
- Power supplies
- Laptop keyboards

Software Installs

- Determine computer compatibility for the software to be installed
- Configure up to three software titles (software not included; must be provided by the customer)
- Perform any necessary software updates
- Create desktop, start menu and quick launch bar access shortcuts

Tune-up

- Optimize startup and shutdown
- Install Windows system updates
- Improve menu navigation
- Clean up quick launch and taskbar, and create program shortcuts
- Enable security functions, including antiphishing and pop-up blocking activation in Internet Explorer
- Remove unwanted programs and trialware
- Create desired user accounts (if applicable)
- Test and verify PC hardware and software functionality
- Check Hardware Temperatures
- Operating System reinstall or repair

Reliance Connects Liability and Legal Notices

Reliance Connects will not access any personally identifiable or financial information within the customer's computer which is outside the scope of the repair without the customer's prior knowledge and consent.

Reliance Connects will only perform a repair on a computer that is legally owned by the customer. Only those computers presented to the Reliance Connects by the authorities with the appropriate legal order will be examined without the customer's expressed consent. Reliance Connects reserves the right to reject any computer repair whose ownership is suspect. If Reliance Connects suspects a computer brought in for repair is stolen property, it is our legal responsibility to report this suspicion to the appropriate authorities.

In the process of repairing some types of PC Repair circumstances, it may be necessary to gain access into areas of the system in which may void the manufacture warranty. While Reliance Connects will check for current warranty status and strives to act in the customer's best interest at every step of the PC Repair process, Reliance Connects will not be held liable for accessing areas of the system in which voids any OEM warranties.

Reliance Connects will not be financially liable for any cost that exceeds the cost of the original repair work performed.

Reliance Connects employees will never copy any personal information, software or files which are outside the scope of the repair without the customer's prior knowledge and consent. All backups of personal information, software or files that are made in the duration of the repair are destroyed within 30 days after the customer's computer is returned to the customer, unless otherwise directed by the customer. In the event that the customer directs Reliance Connects to back up certain information, only that data to which the Reliance Connects technician is specifically directed will be backed up by other means or for long durations. Reliance Connects will never, under any circumstance, search customer data (folders/files) to find a specific file or file type. To protect both the customer's privacy and Reliance Connects legal responsibility, Reliance Connects relies upon the customer to direct the technician to the exact folder the customer wishes to be backed up, or migrated.

Every effort will be made to save important data, but due to the nature of some types of repair and the volatility of some types of hardware failures (disk drives), data restoration cannot be guaranteed. Reliance Connects is not liable for data loss of any kind during repair.

Excluded Services

Services Reliance Connects does not do:

- Repairs requiring soldering, fabrication or liquid spill cleanouts (water or liquid electronic damage)
- Data Recovery services for failed hard drives. We recommend Gillware Data Recovery

<https://www.gillware.com/> for advanced data recovery services

- Custom “White box” builds for laptops or desktops
- Laptop LCD Replacement or LCD Inverter repair

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