

## SERVICE AGREEMENT

### 1. DISCLAIMER

- 1.1 **BOZ Tech IT Solutions** will only perform and provide services, repairs, and upgrades as requested by the customer. The goal is to provide the highest quality of service and support, but specific results cannot be guaranteed.
- 1.2 Services/repairs are provided as a service. There may be circumstances under which your device cannot be repaired. It will have to be rebuilt or upgraded. (Examples: Age of device, repair/replacement parts obsolete - memory chips, motherboards, etc.)
- 1.3 The length of time required to service/repair your device cannot be predicted. (See para 2.4 below)
- 1.4 You understand that in the process of working on your computer or mobile, there is a potential for data loss. You agree that you have made the necessary arrangements to back up your data, so that, in the event of such loss, the data can be restored. If in either case you have not, **BOZ Tech IT Solutions** will not be responsible for any data loss or damage whatsoever. (See para 4.4 below)
- 1.5 You authorize the technician(s) providing the service or repair to install anti-virus and any other necessary software on your computer to perform required services. All software will be deleted / uninstalled upon completion of the service if required and as required.
- 1.6 If you require specific software to be installed during setup of your computer, you agree to provide any necessary activation keys and/or licenses as required.

### 2 BILLING TERMS

- 2.1 Services/repairs and parts supplied are billed either verbally or as stated on a quote/estimate provided.
- 2.2 Charges will be calculated at a fixed rate as quoted or at an hourly rate of \$130 per hour.
- 2.3 An estimate of cost for work will be provided before performing any services/repairs. Estimates are not guaranteed.
- 2.4 In the case that there is an unforeseen deviation or hardware supply beyond the above estimated amount, every effort will be made to contact you and inform you of the situation and receive authorization to continue or stop at the estimate limit.
- 2.5 In the case that you cannot be reached, work will stop until contact is established. Once reached, your decision to continue or stop will be honored by **BOZ Tech IT Solutions**.

### 3. PAYMENT TERMS

- 3.1 Full payment is due upon completion of services, upgrades, or repairs.
- 3.2 Parts, hardware, and software that are ordered or special ordered must be paid in advance.
- 3.3 **BOZ Tech IT Solutions** accepts cash, direct transfer, and credit card. A 2.6% surcharge applies for credit card payment, which is done via PayPal.

#### **4. LIABILITY**

- 4.1** Service(s) are provided to fix, upgrade, or otherwise repair the device(s) and system(s) for which you request such service(s).
- 4.2** Your device/system(s) will not be intentionally harmed. The primary goal is to fix it not damage it.
- 4.3** In the case of accidental damage of data to your system or data loss caused by already existing problems in your system such as viruses, bad configured software, or hardware problems/failures. You, the customer, agree to hold **BOZ Tech IT Solutions** and any person(s) associated with **BOZ Tech IT Solutions** or involved in the work being done for you harmless from all damages resulting from such problems and loss.
- 4.4** It is your responsibility to arrange a data backup or request us to do so. **BOZ Tech IT Solutions** will not be responsible for any or all data/license loss whatsoever.

#### **5. SUPPORT**

Customer satisfaction is our utmost importance. All services will be conducted in a professional, reasonable, and timely manner. Also, taking into consideration the circumstances and nature of the problem.

By requesting our services, you agree to the above terms and authorize **BOZ Tech IT Solutions** to perform services/repairs as necessary.