

Computer Chick Service Agreement / Work Authorization (V.3.3)

Please fully read and understand the following terms before leaving your personal property or belongings with Computer Chick!

By signing, I understand, attest to and agree with the following statements:

I attest that I am of legal age to enter into a binding agreement between parties. I attest that I am either the full legal owner of any device being surrendered to Computer Chick for repair, or I have full permission from the legal owner(s) to enter into this agreement regarding the device(s).

By signing this agreement, I agree to be held responsible, both personally and professionally, for the payment of any charges which may be due to Computer Chick as a result of this ticket.

- 1. Data:** Although most services will not affect data stored on devices, I understand that Computer Chick is not responsible for Data Loss on any device I have surrendered for services. If Data Backup/Recovery is requested prior to services rendered, Computer Chick will make every reasonable effort to preserve the data stored on the device(s), but in certain situations it is not always possible to preserve data. I understand that Computer Chick highly recommends any important data be saved to an external device prior to services.
- 2. Privacy and Unlawful Materials:** Computer Chick can and will contact the authorities in cases where child pornography or abuse is detected on any device it services, or in the case of notification of stolen goods. Otherwise, Computer Chick agrees to protect any customer data as confidential to the best of their ability.
- 3. Time and Cost:** Although Computer Chick does their best to give each customer a close estimate of completion time and cost, Computer Chick does NOT guarantee delivery time on special order parts (regardless of delivery method chose), or repair time on devices. Further, there may be additional costs if Computer Chick finds unexpected issues during the repair or diagnostic processes.
- 4. Condition of Devices:** I understand that if Computer Chick receives a device for repair which is non-responsive, not receiving power, not powering on or otherwise unable to be properly tested prior to repair and/or diagnostic services, Computer Chick cannot be held responsible for the condition of the device after diagnostic and/or repair services are performed by Computer Chick. I further understand that the repair of electronic devices is often a complex, delicate procedure and, although every reasonable precaution will be taken by Computer Chick to protect my device, incidental cosmetic damage may occur during the repair process for which Computer Chick will not be held responsible.
- 5. Affiliation:** COMPUTER CHICK IS NOT AFFILIATED WITH APPLE, INC OR ANY OTHER HARDWARE MANUFACTURER AND I UNDERSTAND THAT BY ALLOWING COMPUTER CHICK TO OPEN MY DEVICE THAT IT MAY VOID ANY WARRANTIES OR EXTENDED SERVICE PROGRAMS PROVIDED BY APPLE, INC OR AY OTHER THIRD PARTY INSURANCES.
- 6. Payment:** I agree to pay any charges due, in full, within 30-Days of when the repair ticket is completed. Invoices not paid in full within 30 days, unless other arrangements have been made in advance, will incur an additional storage fee of \$10 per device per week. Computer Chick will hold devices and unpaid invoices for no more than 60 days. By signing this document, I understand that after 60 days of invoice creation I relinquish full ownership of any items listed on this

document or left in Computer Chick's possession in association with this ticket. If a personal check is written and declined an additional \$35.00 payment fee will be added to the invoice. If Computer Chick is unable to contact me, or this balance is not paid in full within 30 days the invoice will be handed over to Computer Chick's collections department at which time additional collection or legal fees may apply.

- 7. Limitation of Liability:** EXCEPT WHERE PROHIBITED BY LAW, COMPUTER CHICK WILL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL LOSS OR DAMAGE ARISING FROM THE DEVICE OR REPAIR SERVICE(S), WHETHER DIRECT, INDIRECT OR SPECIAL REGARDLESS OF THE LEGAL THEORY ASSERTED

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