



# THE Computer Specialists

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[WWW.TRAVELYORKIE.COM](http://WWW.TRAVELYORKIE.COM) [WWW.TRAVELYORKIE.BIZ](http://WWW.TRAVELYORKIE.BIZ) [WWW.THECOMPUTERSPECIALISTS.COM](http://WWW.THECOMPUTERSPECIALISTS.COM)

## Terms & Conditions

- The Computer Specialists, LLC is not an Original Equipment Manufacture nor is it a hardware vendor in anyway. The Computer Specialists, LLC is strictly a service & consulting firm – All billing is billed at our current rates, please ask if you are unsure of what they are - All services must be paid for in-full at the time services are rendered both on-site and off.- Consulting and on-site service fees are DUE AT TIME OF SERVICE - We reserve the right to refuse service at any time - All work will be guaranteed within specifications listed for services, anything additional to normally scheduled on contracted service is billable work - There are no guarantees for services performed on systems infected with spyware & or viruses - We cannot be held liable for any data loss or security breach that may occur due to a malware infection. - Cash, Check, Credit Card and cashier's checks are the only forms of acceptable payments

### Payment Terms:

CLIENT agrees to pay a diagnostic fee of \$99.00 for THE COMPUTER SPECIALISTS to properly diagnose the computers problem. This fee is waived should the CLIENT decide to have the computer repaired at THE COMPUTER SPECIALISTS. In-Store computer repairs are billed at an hourly rate of \$125 per hour with a minimum of a 1 hour charge. All on-site services are billed \$256.25 for the first hour of service and \$93.75 per half hour following. These prices are in effect unless a client holds a service retainer or pre-paid service plan with The Computer Specialists, LLC. -All hardware & software must be supplied or paid for directly by the client. We may provide assistance when ordering hardware or software. Some tasks are billed based on a flat rate system and the client is provided with this figure on the repair / service authorization form. Payment is due when services are complete. All claims for incorrect repairs must be made within 3 days of payment. Due to the nature of viruses and spyware and the damage they cause, there are no implied or written warranty's provided for these repairs. In some circumstances a deposit may be required in order to perform the repair. Payment is due in-full at the time the repaired product is returned to the client or picked up by the client.

### Release of Liability:

CLIENT agrees to release and hold harmless THE COMPUTER SPECIALISTS from any and all liability associated with the performance of service or the provision of parts, and acknowledges also that THE COMPUTER SPECIALISTS offers no explicit or implied warranty or guarantee on services performed or parts provided, other than the manufacturer's warranty. Further:

- CLIENT acknowledges that due to the nature of the services being performed, there is potential risk of damage or loss including, but not limited to, damage to CLIENT's home, office, computer hardware, cabling, hubs, routers, switches, peripherals, accessories, and furniture, as well as potential risk of damage, corruption, or loss of computer software, applications, data, and data storage media.
- CLIENT agrees to release and hold harmless THE COMPUTER SPECIALISTS from all liability for damage or loss as well as any incidental or consequential material or financial damage or loss that may result from the actions of THE COMPUTER SPECIALISTS.
- CLIENT grants THE COMPUTER SPECIALISTS access and permission to physically disassemble any and all computer systems, components, networks, cabling, hubs, routers, switches, peripherals, and accessories.
- CLIENT grants THE COMPUTER SPECIALISTS access, security rights, and permission to open, view, modify, edit, delete, or otherwise manipulate CLIENT's computer software, applications, data, and data storage media including, but not limited to, the computer Operating System, word processing, spreadsheets, databases, workflow, graphics, audio, video, system drivers and libraries, and any other type of software or data that may be contained on CLIENT's computer system or network.
- CLIENT grants THE COMPUTER SPECIALISTS permission to physically access CLIENT's home or office property where CLIENT's computer system and/or network resides.
- CLIENT grants THE COMPUTER SPECIALISTS permission to perform modification to CLIENT's home or office property for the purpose of installing or troubleshooting computer and/or networking hardware, cabling, hubs, routers, switches or peripherals. Modification may include such practices as drilling through or disassembling furniture, walls, floors, carpet or trim, laying and removing cabling and devices including affixing cabling and devices to furniture, walls, floors, or trim, using nails, screws, staples, hangers, or plastic ties.
- CLIENT grants THE COMPUTER SPECIALISTS permission to download and/or install software on CLIENT's computer and/or network, including but not limited to, virus scanners, diagnosis and repair utilities, drivers, libraries, and software requested to be installed by CLIENT.
- CLIENT grants THE COMPUTER SPECIALISTS permission to install hardware in CLIENT's computer and/or network, including but not limited to, memory chips, processor chips, cooling fans, batteries, hard drives, tape drives, storage devices, modem and communication devices, audio and video cards, network interface cards, hubs, routers, switches, printers, scanners, cables, and any other hardware requested to be installed by CLIENT.
- THE COMPUTER SPECIALISTS strongly recommends that CLIENT safeguard critical data by backing up said data prior to any services performed by THE COMPUTER SPECIALISTS. CLIENT is responsible for any backup, archiving, or protective storage as well as restoration if required, of CLIENT's data.

THE COMPUTER SPECIALISTS is a provider of billable on-site and off-site services and does not offer or provide telephone technical support for CLIENT. Neither the signing of this agreement nor the performance of services by THE COMPUTER SPECIALISTS implies availability of telephone technical support or of future technical services. This document constitutes the entire agreement between CLIENT and THE COMPUTER SPECIALISTS. No other agreement, verbal or otherwise shall be in effect except if agreed to in writing and signed by both parties.