



Tim's Computers

Computer Repair Policy

Payment Policy

I will look at your equipment and give you an estimate at no charge. If any hardware and/or software should need to be purchased, it will need to be paid for upfront via cash or credit card. Labor may be paid at time of picking up your computer. If you need to set-up payment arrangement for labor, please let me know and I will be happy to work with you. I reserve the right to hold your equipment until all charges are paid for.

Abandonment Policy

Due to limited space and property liability, I CANNOT hold your equipment forever. All customers agree to make a diligent effort to keep in contact with me and decide how they would like their order resolved. If I do not hear from you (via e-mail or phone) for a period of more than 45 days I will assume you have abandoned your order with me and will take the following action: I will attempt to contact you via e-mail, phone, and/or postal service at least 3 times and wait until it has been 60 days from our last contact with you. If then I am still unable to resolve the desired action, at that point I will assume your order and its contents have been permanently abandoned and will irreversibly dispose of your orders contents.

Privacy Policy

Tim's computers will respect your rights. I will never sell, trade, or transfer your personal information outside our company. I collect basic information at the time you submit your service request. This information includes your name, address, phone number, and passwords. Your personal information is used solely to fulfill your request for services, or to contact you regarding repairs.

Data Loss

I will take great effort to save your data. I am not responsible for any data loss. You need to back-up your computer prior to bringing it to be serviced.

Miscellaneous

- Equipment setup/repair service is provided on a first come, first serve basis.
- There may be circumstances under which I am not able to repair your equipment.
- You have read all warranties for all equipment and understand how those warranties will be affected by having me work on the equipment
- You understand that I must report to the proper authorities any illegal software or data found on your computer.
- You release Lin's Lanes/Tim's Computers from all liability for any and all damages to your personal property that may occur while working on your equipment.
- There will be a 30 day labor warranty. All used parts/computers except motherboards have a 30 day warranty. If you have a part/computer that still has manufacture warranty I will do everything that I can to help you take care of the process. There will be NO labor warranty on Windows XP, Windows Vista Systems, and Windows 7.

Customer Signature _____

Date _____

Printed Name _____

812-749-3600

812-459-1994

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