

# *Free Gravity Computer Maintenance Terms of Service*

## **Payments**

- a)** All payments are expected to be collected at the end of the house call. Upon completing the repairs the technician will explain to the customer what has been done and demonstrate that the problem described by the customer prior to the start of the repairs has been fixed. The technician will calculate the total amount due based on the hourly fee or a fixed repair rate (if applicable), including parts purchased. Payment is based on a flat rate of \$ 30 per hour, with a 1 hour minimum, parts are extra. There are no travel fees for customers "in area", but there is a round-trip \$30 fee for those outside of area. (see web site [www.freegravity.com/computer.htm](http://www.freegravity.com/computer.htm) )
- b)** Only cash and personal cheques are accepted as forms of payments at this time.
- c)** If the computer cannot be repaired onsite and requires that the technician make a follow up visit or take the computer with him, the customer is expected to make the payment for the initial house visit as calculated by the technician. A flat rate fee will be calculated for the follow up repair work.
- d)** If the technician discovers an un-foreseen computer problem, which requires additional cost to fix, and the customer declines the repairs, the payment for the house call is expected as calculated by the technician using the hourly fee rate or the fixed price (if applicable).
- e)** There will be a \$25 fee for any returned cheque.

## **Repair Warranties**

- a)** There are no warranties for computer repair that involve software issues, virus problems and spyware problems. Upon the completion of the repair the technician will demonstrate to the customer that the problem has been fixed at which time a repair summary form will be signed by the computer owner acknowledging that the problem has been fixed. Any subsequent calls regarding software, virus, and /or spyware related problems would be charged as a new house call.
- b)** Installation work involving hardware carries a 14-day warranty from Free Gravity. Furthermore, the individual hardware components carry their own warranty from the manufacturer. (NOTE: We will not install hardware in a computer with a warranty, unless the owner waves this right, thus nullifying the manufacturers warranty / and / or the extended warranty purchased with

the unit).

**c)** Networking installations and upgrades come with a 14 day warranty during which Free Gravity will first to troubleshoot the problem by phone with the customer. If the problem cannot be fixed over the phone, Free Gravity will make a house call free of charge and deal with the problem accordingly.

**d)** In the event that the technician is not able to determine what the problem is during the visit there will be no fees associated with the house call. This provision does not include the instances where the technician knows what the problem is but cannot repair it onsite during the initial house call and requires a follow up visit or that the pc be taken to the Free Gravity shop.

If you have any questions please contact us by calling Free Gravity (250) 701-2064. or e-mail: [info@freegravity.com](mailto:info@freegravity.com)

Free Gravity reserves the right to revise, amend, or modify this Terms of Service and our other policies and agreements at any time and in any manner. Notice of any revision, amendment, or modification will be posted on <http://www.freegravity.com>