

# R-Tech Systems

## Company Policy 2010

### Hardware Repairs:

Diagnosis and troubleshooting of a hardware problem incurs a \$20 minimum charge, and a \$40 minimum charge if hardware disassembly/assembly has to be done.

Most repairs made to computers are non-refundable, and are warranted for a time period based on the type of repair and the length of warranty of the parts used for the repair. If the repair involves special-order items a downpayment or pre-payment may be required.

### Virus/Malware Removal:

When a customer brings their computer in for a virus removal, the procedure is to run the computer through a complete tune-up. This includes 2 or 3 virus, spyware, and malware scans and removal of any such items found in the scan; removal of temporary files on the computer, and removal of startup items which we deem to be unnecessary or damaging to the system.

When the computer leaves our shop it has been verified virus free. We do not provide a guarantee on this service. If a customer takes the computer, and gets reinfected with a virus, we will perform a second tuneup/virus removal at a discounted price, however we cannot guarantee that the computer will remain virus free after it leaves our supervision, even if it is running up-to-date antivirus.

### Hardware purchased from R-Tech Systems:

Most retail items purchased from R-Tech Systems can be returned for a full refund within 7 days. After the first seven days, an exchange will be given only if the product is defective; if a replacement is not available we may provide a refund. There are a few exceptions. A 20% restocking fee will be charged on returned motherboards, hard drives, and power supplies. We do not accept returns for Processors/CPUs. Prudentway products, specifically laptop AC Adapters and ATX power supplies, and Supertalent memory products may be exchanged for the same product or a comparable product within 60 days of purchase; refunds may be provided at our discretion.

Hardware components which the customer purchases as part of a computer repair or upgrade will be warranted for 1 year, or the manufacturer's / vendors warranty period, whichever is shorter. Components which we keep in stock may be replaced with an in-stock item. Components which are special ordered can only be replaced or refunded in accordance with the manufacturer's / vendor's warranty policy.

### Software purchased from R-Tech Systems:

Software purchased from R-Tech Systems cannot be returned or exchanged if the product has been opened. If the software product has a product key printed on it's packaging, no refunds or exchanges will be given, period!

#### Laptops purchased from R-Tech Systems:

Sales on laptops are final. Before the sale is complete an R-Tech Systems technician along with the customer will verify that the laptop is working correctly. After the sale is finalized and the customer walks out the door with the computer, no refunds will be given. If a problem arises with the computer, the customer can either deal directly with the manufacturer, or they can bring the laptop back to R-Tech Systems. If the laptop is brought back to us, we will diagnose the problem and communicate with the manufacturer for a replacement or repair. As part of the repair, we will pay for shipping charges incurred, typically for ground service or 2<sup>nd</sup> day Air. If the customer requests Overnight shipping, the customer will pay the difference between 2<sup>nd</sup> day Air and Overnight shipping.

#### Desktop/Towers purchased from R-Tech Systems:

Desktop/Tower systems purchased from R-Tech Systems include a 1-year or 2-year warranty, depending on the system. All sales are final. The only condition for refund or exchange is if the system appears to be a 'lemon', experiencing continued hardware issues. This warranty is for in-house service, that is, service performed at R-Tech Systems. Onsite service done under warranty will incur additional onsite fees, including travel and a discounted hourly rate. Our warranties include parts and labor. After the R-Tech Systems warranty period expires, you still have the option for us to get a failed component replaced under the manufacturer warranty (depending on their warranty, often 2yr – 5yr), which incurs only a small shipping expense and about 2 weeks wait time.

#### Additional Warranty Information:

Warranties on hard drives or computer systems apply to the hardware only. Reinstallation of programs (aside from the operating system), backup of data, and recovery of lost data are services that may be provided for an additional charge. The data and programs on the customer's hard drive is their responsibility to keep backed up. R-Tech Systems is not responsible for any loss of data due to hardware failure.