

OVINUPPI SYSTEMS LLC REPAIR/SERVICE AGREEMENT

SUMMARY

- Ovinuppi Systems LLC will endeavor to provide complete satisfaction for your maintenance/repair. This includes any follow up questions or reasonable tweaks or fixes necessary after completion.
- *Things break.* We are not responsible for unforeseen failure of equipment up to and including catastrophic failure of your device or hardware. If this occurs we will provide replacement of the failed parts or the entire system, however, the costs for such service and parts are not included in this agreement.

1. DISCLAIMER

- 1.1. Ovinuppi Systems LLC will only perform and provide computer services, repairs, and upgrades as requested by the customer. Ovinuppi Systems LLC will conduct honest, reasonable, and considerate services. The goal is to provide the highest quality of service and support, but specific results cannot be guaranteed.
- 1.2. Computer service/repairs are provided as a service. There may be circumstances under which your computer can not be repaired. It will have to be rebuilt or upgraded.
- 1.3. The length of time required to service/repair your computer cannot be predicted. You understand that in the process of working on your computer equipment, there is a potential for data loss. You agree that you have made the necessary backups of your data so that, in the event of such loss, the data can be restored. Ovinuppi Systems LLC will not be responsible for data loss.
- 1.4. You authorize Ovinuppi Systems to install anti-virus and any other necessary software on your computer to perform required services. All software will be deleted / uninstalled upon completion of the service (unless otherwise specified).

2. BILLING TERMS

- 2.1. Computer services/repairs are billed as stated on the service order provided. Charges are \$75.00 for the first hour (minimum half hour charge of \$37.50) and \$50.00 for each hour after the first (fractions of hours are possible). If the work is to exceed \$250 (4.5 hours) the you will be notified and work will cease until the you have approved the additional work.
- 2.2. An estimate of cost for work will be provided before performing computer services/repairs. Estimates are not guaranteed.
- 2.3. In the case that there is an unforeseen deviation, beyond the above estimated amount, every effort will be made to contact you and inform you of the situation and receive authorization to continue or stop at the estimate limit.
- 2.4. In the case that you cannot be reached, work will stop until contact is established. Once reached, your decision to continue or stop will be honored by Ovinuppi Systems LLC.

3. PAYMENT TERMS

- 3.1. Full payment is due upon completion of services, upgrades, or repairs.
- 3.2. Computer parts, hardware, or/and software that are ordered or special ordered must be paid in advance.
- 3.3. Ovinuppi Systems LLC accepts cash, checks, and credit cards.

4. LIABILITY

- 4.1. Service is provided in an effort to fix, upgrade, or otherwise repair the computer system(s) for which you request such service.
- 4.2. Your system will not be intentionally harmed. The primary goal is to fix your computer, not damage it.
- 4.3. In the case of accidental damage of data to your system or data loss caused by already existing problems in your system such as viruses, bad configured software, or hardware problems/failures -You agree not to hold Ovinuppi Systems LLC and any person(s) associated with Ovinuppi Systems LLC or involved in the work being done for you responsible for damages resulting from such problems.
- 4.4. It is your responsibility to backup your data. Ovinuppi Systems LLC will not be responsible for data loss.

5. SUPPORT

- 5.1. Customer satisfaction is our utmost importance.
- 5.2. All services will be conducted in a professional, reasonable and timely manner. Also, taking into consideration the circumstances and nature of the technical problems.
- 5.3. Free support will be provided for problems to be resolved from the service order, but not resolved.

6. REPAIRS & SERVICE GURANTEE

- 6.1. All services and repairs are guaranteed for 10 days from the completion / acceptance date on the Service Order.
- 6.2. If later found that the service or repair was incorrectly diagnosed by Ovinuppi Systems LLC, we will perform the repair/service free of any labor charge. Only new parts will be charged if they are necessary.

7. ESTIMATES

- 7.1. Most repair/service estimates are free.
- 7.2. For extensive estimates or quotation requests our usual rates for computer service will apply. The customer will be notified if fees for estimates are in effect.

Remarks/Comments (**Please initial each statement before signing document**).

Ovinuppi Signature: _____ **Date:** ____ / ____ / ____

I hereby agree to the above terms and authorize Ovinuppi Systems LLC to perform services/repairs as stated in the service order. I also agree to the terms and conditions within this Agreement.

Customer Signature: _____ **Date:** ____ / ____ / ____