COMPUTER SOLUTIONS
TEL (847)-423-5131
support@computingspecialists.com
www.computingspecialists.com

Terms and Conditions of Sale

PAYMENT: Invoices are due and payable in accordance with the terms on the front of this invoice. An interest charge of 1.5% per month will be added to all past due accounts. There is a $40 service charge for all returned checks. Should it become necessary for **Computer Solutions** to retain an attorney to make demand upon or collect any past due invoices or statements, the customer agrees to pay all costs of demand and collection, including reasonable attorney fees incurred by Computer Solutions LABOR, EXTENDED WARRANTY, SOFTWARE, CLEARANCE, MEDIA, BATTERY, AND SPECIAL ORDER sales are final.

RETURNS/REFUNDS: With the exception of the items mentioned above, **Computer Solutions** will accept returns or exchanges within 10 days of the original purchase date. A 25% restocking charge will be applied to all returned merchandise. All returned items must be in "like new" condition, with original box, packing materials, cables, disks, contents, accessories and manuals. There will be no returns or refunds of any kind after 10 days from the original purchase or service date. Refunds of all check purchases, and cash purchases over $50, will be issued by check from our corporate office within 14 days of return. Preventative maintenance contracts are NOT REFUNDABLE.

LIMITED WARRANTY: Computer Solutions parts and computers are warranted for one year from purchase date. During this time, **Computer Solutions** warranties products to be free from defects in material and workmanship under normal use and service. This warranty is contingent upon the proper use of the product in question, and **Computer Solutions** does not in any way claim responsibility or can it be held liable for any injuries or damages sustained because of defective product, misuse, or negligence to any person(s) or properties. If the product incurs any physical damage, the warranty will be void. Parts found defective by **Computer Solutions** within the warranty period will be either repaired or replaced at the sole discretion of **Computer Solutions** All warranties by **Computer Solutions** will be void if the warranty sticker is broken or removed. **Computer Solutions** is not responsible for any loss of data that may incur while equipment is being repaired on-site or in our possession. **Computer Solutions** is also not responsible for any part that fails while in our possession, unless specified part is still covered under the warranty provided by **Computer Solutions** For non-**Computer Solutions** parts we guarantee only the parts installed by us will perform satisfactorily under conditions of normal usage for a period of ninety days after the date of repair.

Computer Solutions DISCLAIMS ALL IMPLIED WARRANTIES INCLUDING THE WARRANTY OF FITNESS AND THE WARRANTY OF MERCHANTABILITY.

CANCELLATION POLICY: All clients shall be required to give a 24 hour notice of cancellation of any set appointment. If you fail to notify **Computer Solutions** of cancellation and/or reschedule within the specified time frame, a fee equal to one hour service charge will be charged.

EXCEPTIONS: All clearance items carry a limited 7-day limited warranty unless otherwise marked. Retail boxed products & special orders have their own specific manufacturer warranties & support (for example: scanners, printers, etc…).

TECHNICAL SUPPORT: During the **Computer Solutions** limited warranty period, technical support on hardware issues is provided with all **Computer Solutions** personal computers. Please call the respective publishers for software support. Software related setup and technical support will be billed to the customer at the applicable bill rate listed on the current price sheet.

SATISFACTION GUARANTEE: Computer Solutions guarantees service and repair work. If the same problem reoccurs or the issue is not resolved with 100% satisfaction, a return visit within 30 days of the original visit is always at no charge. This guarantee does not apply to virus or spyware infections and will be void if repair is attempted by someone other than a **Computer**

Solutions technician Return visits associated with the satisfaction guarantee will be limited to the availability of the original technician involved and during regular business hours only.

LIMITATION OF LIABILITY: Computer Solutions will not be responsible for consequential damage to any product that it sells, caused by either internal or external equipment, shorted connections or components not installed by or obtained from **Computer Solutions**. **Computer Solutions** shall not be liable for damage to painted surfaces or products due to physical abuse, excessive use, exposure to liquids, chemicals, oxidation, or corrosion. **Computer Solutions** Consultants' liability for monetary damages shall not exceed the amount paid by the client to **Computer Solutions**.

The Limited Warranty does not cover any losses or damages that may occur as a result of:

A. Shipping or improper installation or maintenance not performed by **Computer Solutions**.
B. Misuse, neglect, or improper environment.
C. Excessive or inadequate electrical power surges or other irregularities.

Computer Solutions reserves the right to make changes to the above Terms and Conditions at any time and for any reason.

I have read and agree to the terms set forth above on the _____ day of _____ 20____.

Customer Signature_____ Title_____

Technician_____

Effective April 1, 2010

THANK YOU FOR CHOOSING Computer Solutions!

Please contact us for additional questions: support@computingspecialists.com