

TECHNICAL SERVICES POLICY

**Your possession of this document acknowledges that you have been advised of our rates & agree to the terms listed below. **

1) Claim tickets

Repair work cannot be picked up without presentation of a claim ticket or proper identification. Only the party named on the work order is authorized to pick up the equipment, proper authorization will be required from the named party.

2) Data loss

HTS is not responsible for the preservation of any data on any storage device. HTS assumes no liability for any data lost, direct or indirect.

It is highly recommended that all data be backed up prior to the repair. HTS does offer a back-up service for an additional fee, however we are not responsible for data integrity lost while utilizing this service. Under no circumstances will HTS be held liable for the loss of any data on any storage device submitted for repair, warranty, or evaluation.

3) Deposit

A deposit for all repair work must be paid upon checking the machine in for service. Fee **will** vary depending on the type of machine (fax, typewriter, computer, etc.) We accept cash, company checks, credit cards (Mastercard & Visa) and purchase orders (subject to approved credit).

Any past due accounts must be cleared up before any new work request will be honored.

4) Deposit/Invoice Payments

For product & project services - payment of 100% of hardware/products & 50% of labor is due upon order, balance of labor due upon completion of services. For all service agreement & software licensing sales- payment of 100% is due upon order & must be paid in full prior to effective date.

5) Detachable Items

HTS is not responsible for any power cords, printer cables, paper trays, software media, books or other detachable items left with your unit.

The customer will be advised if a machine will require cords, cables, or other accessories for our specific testing purposes. If for some reason any of these items must be left with the machine, it is the customer's responsibility to see that it is clearly marked on the claim ticket to receive them back.

6) Estimates

Estimates are only for those repairs that will exceed normal and customary service charges. If we are able to complete the repairs for \$100 or less.

We will proceed and notify the customer when work is complete. Upon Request. HTS will notify the customer before proceeding with any repair work over and above these charges. If the customer feels that this expense is too great of an investment for their equipment, our courteous sales staff, will gladly assist in the recommendation of a replacement machine.

7) Hardware labor charges (warranty)

HTS is not liable for any problems due to hardware that has been installed by a party other than HTS or the manufacturer. If a third-party hardware component had been introduced to the unit and is causing a problem, this will not be covered by the manufacturer or warranty provider.

Standard service fees will apply

8) Hold Harmless

The customer must agree to hold HTS harmless for any action by any HTS employee or any advice that might be given to the customer, either solicited or unsolicited. HTS is not responsible for any damages to the unit or other property while in its possession, while moving the unit to or from the customer, except through gross negligence.

9) Misc. Fee

HTS charges a misc. fee on each service incident. The fee includes, but is not limited to, the following expenses: software media, chemicals & solutions, cleaning supplies, tools & test equipment, diagnostic utilities, phone support fees, service authorizations & certifications.

10) Outside Service Providers

Payments HTS reserves the right to use manufacturer's services or a third-party service provider at our discretion.

Additional fees may be incurred when these services are utilized.

11) Payment

Payment for all on-site work requests must be guaranteed in advance by credit card, (MasterCard, Visa), or purchase order with approved credit. All credit card charges may be subject to a 3% credit card convenience fee. When using a credit card guarantee, an authorization will be made at the inception of the work cycle and charged upon completion of service unless paid for by check or cash.

12) Price Change

Prices are subject to change without notice at any time after the initial terms have expired and agreement term have been unfilled.

13) Proof of purchase (POP)

POP (invoice, bill of sale. etc.) must accompany all warranty repairs. Failure to provide proof of purchase will result in the standard, non-warranty charge for any repair work provided. All warranty work is subject to acceptance of claims. Customer agrees to pay any fees not covered by manufacturer's warranty and/or third-party warranties as well. An advance deposit may be required at our discretion.

14) Restocking fees

A minimum 20% restocking fee per part will be assessed for the cancelation of work once parts have been ordered or service rendered. Some parts are special order and cannot be returned to the vendor. Such parts are non-returnable, and

NO REFUNDS WILL BE GIVEN

B) A 20 % re stocking fee will apply for special supply orders that are canceled. As noted above, certain items cannot be returned to the vendor.

C) Opened, non-defective software is not returnable.

15) Service fees

Fees will apply in the following instances:

No problem found upon inspection of equipment

Problems due to user mis-operation, misuse, or abuse

Failure to read equipment instructions

Software configuration and support

Non-standard or 3rd party hardware problems

Training or user education

Cancellation of repair prior to completion

(This applies to warranty and non-warranty repairs.)

Excessive research and documentation

Any other non-reimbursed fees

Full-service fees will be charged when the manufacturer or third-party service provider declines to honor any warranty for any reason.

16) Service guarantee

All work is guaranteed for a period of 30 days on the specific work performed. If within 30 days, additional work is required on the same machine and the problem proves to be the same as what was originally serviced the work will be done at no charge. If upon inspection, the problem proves to be different from the original work, standard repair charges will apply.

17) Shipping fees

Any shipping fees incurred during the service process will be the sole responsibility of the customer. This also includes returning machines that were shipped to us by UPS or another carrier. Additional fees may be charged for expedited shipping.

18) Software labor charges (warranty)

Software is not considered a covered repair and will result in a charge for the technician's diagnostic time. In the case of a software problem.

HTS may need to reinitialize and restore the PC to its original factory state. (All data should be backed up before bringing the PC in for repair.)

19) Time allotted for repair

HTS is not responsible for any delays in the repair or configuration of any system due to unavailability of parts, software, documents, or any other reason. HTS may refuse to accept any unit for service, or discontinue service, if, in its opinion, the repair process is not likely to result in customer satisfaction. Units in for repair may not be picked up during the service cycle without prepayment of all estimated charges (parts and labor) prior to job completion.

20) Unclaimed units

Property left for a period longer than 30 days after work is completed may be disposed of and with the amount due chargeable for services provided. The cost of checking and preparation of an estimate, or other expenses incurred. Property unclaimed after 30 days is considered abandoned and will become the property of HTS and may be handled as HTS sees fit. We reserve the right to any and all remedies provided by the law, including a mechanic's lien. Any equipment not abandoned and claimed after 30 days is also subject to the current per diem storage fees of \$30 per month.