**Important Information – Please Read Carefully**

**Terms & Conditions**

**Services:** R-Tech Guys provides hardware and software repair service on most brands of electronic systems. We normally recommend a computer system older than 5-7 yrs. old may not be worth repairing. All services offered at R-Tech Guys is backed with a 30 day warranty.

**Repair Procedures:** First come, first served; first in, first out. We make every effort to trouble shoot equipment that enters our shop within 72 hrs. However, due to periods of increased workload it may take longer to properly diagnosis your system. A time estimate will be provided to you for your equipment. If needed, we offer EXPIDITE SERVICE for an additional 30% of all labor expenses associated with the repair of your equipment.

R-Tech technicians may uninstall software application that is known to cause system problems, without your consent, before they begin troubleshooting, which may incur an additional charge.

Equipment left after 30 days from date of the original service request or from the notified date of service completion, whichever is longer, will become property of R-Tech Guys. Equipment not picked up within 30 days will be considered abandoned and will be discarded, destroyed, or retained by R-Tech Guys. Your equipment may be sold to cover any outstanding debt.

**Data loss/Damages:** R-Tech provides pre-service Data back-up and post-service data recovery options for an additional fee that requires your authorization. Although we make every effort to safeguard your equipment and data, R-Tech Guys, its employees, agents and associates, are not liable for any damages, including any and all data loss incurred in the servicing of your equipment, regardless of data back-up or recovery options purchased.

**Replacement Parts:** If your machine requires a replacement part, we will contact you before ordering the part with an estimate of the cost of the part and the labor cost involved. All part orders are considered “special orders” and are ordered with your verbal consent. When we special order parts on your behalf, you will be charged for the parts and any associated shipping & labor cost. Special ordered parts cannot be returned for credit once installed in your equipment.

**No refunds on service or upgraded parts**. Defective parts may be exchanged for up to 30 days from the date of our purchase and installation. After 30 days from the date of purchase, defective service parts will be handled in accordance with the manufacturer’s warranty.

**Warranty/Returns:** No warranty covers software related problems of any type or nature. Nor does the warranty cover problems related to, or caused by, the installation of any hardware items, after the date of the original purchase, problems related to accidents, spills, neglect, abuse, or acts of nature.

All repairs performed and new product sales by R-Tech Guys are warranted for 30 days from the date that the repair or sale was performed. In cases where parts were replaced, the new part is warranted for 30 days from the date of the repair. After 30 days the manufacturer’s limited warranty applies. New damage free products may be returned within 30 days of purchase at discretion of R-Tech Guys with restocking fee of 15%-25% depending on product plus any shipping costs that may apply.

Refurbished or Manufactured Refurbished product sales are warranted for 30 days unless otherwise stated and extended warranty may be available. All sales final and no returns on Refurbished/Manufactured Refurbished products.

“As is” sales have no warranty and are sold as is. All sales are final and no returns on “as is” products.

R-Tech Guys warranty applies to repairs performed to a machine for a particular symptom. If several symptoms are repaired, then the Warranty applies to all the symptoms repaired. If your machine develops a new symptom within the 30 day period after your machine was repaired, the new symptom will be treated as a new repair, and are subject to our normal service fees and rates.

**Manufacturer & 3rd Party Warranty Administration**: We facilitate in and out of warranty repair service for most brands for an additional “Warranty Administration” fee. A copy of your warranty coverage or sales receipt may be required. All warranties are subject to shipping and handling fees. Computers have varying warranty coverage, depending on manufacturer, model, time or purchase, and length and type of coverage. Proof of warranty is usually determined by providing computer model and serial numbers to the service provider for verification against a warranty database. In cases when that is not possible, the sales receipt is considered proof of warranty, so it is important that it be retained.

You may incur charges to repair machines that are within the manufacturer’s warranty period if the machines require cleaning or are software related to resolve the symptom or if the machine has been dropped, has had liquid spilled on or into it, or otherwise been mishandled or abused.