



TERMS OF SERVICE

Bobby PC. and/or its third-party service providers reserve the right to refrain from providing any or all services ordered and refund the customer's payment, wholly or in part, if minimum system requirements are not met or if technical conditions (such as wiring difficulties or physical barriers) or customer requirements are unusual, extensive, or beyond the scope of this service agreement as reasonably determined by Bobby PC. and/or its third-party service provider.

30 DAY SERVICE GUARANTEE

We stand behind our service for 30 days beginning the day you received your service. If there is a problem with the service we provided and you notify us within the allotted time period, we will work to remedy the problem quickly and at no additional cost if the problem is directly related to the original service. Our Guarantee applies only to "our" services performed. We reserve the right to rectify any issues related to our performed services within a reasonable period of time. If you are not satisfied with your service: Call Bobby PC. at (407) 637-4772 for a resolution.

However, for repairs necessitated by a Virus, Adware or Spyware, the service warranty is only valid for 48 hours if a reputable anti-virus and/or anti-adware / anti-spyware product is installed and/or updated during the repair or promptly thereafter (i.e., before you search the Internet).

ONE YEAR PARTS & LABOR WARRANTY

Each one of our brand new "Custom Built Computer Systems" come with a One Year Parts & Labor Warranty. All of your new computer hardware is covered for a period of one calendar year from the date of purchase. We cover any manufacturer defects and will repair or replace the defective hardware with new, refurbished or used pre-tested parts. Some parts are covered for more than one year by the manufacturer. We can replace them as well once we receive the replacement component from you or the manufacturer, but a labor charge will apply if outside the original One Year Warranty. There will also be an additional charge for the re-installation of any software or transfer of data.

Our Warranty is VOID if the system has been opened or serviced by anyone other than Bobby PC., any damage or abuse accidental or not, Acts of God, power surge's, damage due to water or other fluid intrusion.

All new "Custom Built Computer Systems" can only be returned in the same condition within 7 business days from the date of purchase. A 15% reset fee will apply in order for us to factory reset the system to its original configuration. All pre-owned systems are sold as is and can only be returned in the same condition within 3 business days from the date of purchase. A 15% reset fee will apply in order for us to factory reset the system to its original configuration.

FORCE MAJEURE

If Bobby PC. and/or its third-party service provider's ability to render services is impaired by circumstances beyond the control of Bobby PC. and/or its third-party service provider, Bobby PC. and/or its third-party service provider may choose not to provide services.

LIMITATION OF REMEDY

Under no circumstances shall Bobby PC. Bobby PC. and/or its third-party service provider be liable to you or any other person for any damages, including without limitation any indirect, incidental, special or consequential damages, expenses costs, profits, lost savings or earnings, lost or corrupted data, or other liability arising out of or related to the services provided by Bobby PC. and/or its third-party service provider or out of the installation, de-installation, use of, or inability to use your computer equipment, hardware, peripherals, or the network as a result of the services provided hereunder.

Bobby PC. shall not be liable for any failure or delay in performance due to any cause beyond its control. If Bobby PC.'s ability to render services is impaired by your failure to cooperate or circumstances beyond the control of Bobby PC. Bobby PC. may choose not to provide services. Service can also be denied if dangerous or unhealthy conditions are present including possible code violations. For any un-installation services provided, Bobby PC. shall not be responsible for repairing any damage or changes made to your residence.

LIMITATION OF LIABILITY & RELEASE

By signing our receipt you agree to release and hold harmless Bobby PC. Bobby PC. and/or its third-party service provider from and against any loss, liability, or damage, including without limitation, any indirect, incidental, special or consequential damages, expense, costs, profits, lost savings or earnings or liability that you, the owner, or lessee may suffer arising out of, or related to, the services provided by Bobby PC.



This includes but is not limited to data loss or lack of function in any component or element of your computer system and/or peripherals, any changes or alterations to your residence (for example, changes to walls, baseboards, floors, etc.) as a result of Bobby PC. and/or its third-party service provider's agents, partners, and/or third-party service providers, regardless of the warranties, disclaimers, and waivers particular service and shall constitute liquidated damages and are a reasonable estimate of damages to you. Some states do not allow limitations or release of certain damages or liability, so the above limitation of liability and release may not apply to you.

CHANGES, CANCELLATIONS AND REFUNDS

To cancel your service order: You must contact Bobby PC. at (407) 637-4772.

To cancel your service request: You must contact Bobby PC. at (407) 637-4772 at least 2 hours prior to the scheduled service or a \$25 Late Cancellation Fee will be added to your next service invoice or deducted from any advance payment made to Bobby PC. An advanced payment will be fully refunded in the manner the payment was made.

IN-HOME COMPUTER SERVICE SCHEDULING

Standard service hours are Monday — Saturday 9 A.M. to 6 P.M. Additional charges may apply for rapid response or service outside of standard hours.

SERVICE JURISDICTION

Bobby PC. sets the Service Jurisdiction for each city. If a location lies beyond Bobby PC.'s standard Service Jurisdiction, additional travel charges may apply. To determine if your location is within a Bobby PC. standard Service Jurisdiction, call (407) 637-4772 for information and applicable travel charges.

INSTALLATION AUTHORIZATION

For on-site services, a person at least 18 years of age must be present during the entire time period services are provided. If no adult is present when a Bobby PC. representative arrives, services will be denied and a \$25 cancellation charge will be assessed.

RESPONSIBILITY

It is your responsibility to back up all software and data on your computer's hard drive(s) and/or any other storage devices before the Bobby PC. representative arrives. Bobby PC. and/or its third-party service provider shall not be responsible at any time for any loss, alteration, or corruption of any software, data, or files.

ACCESS

The Bobby PC. representative must have 1) access to your residence or business and the computer(s) and/or peripheral(s) to be serviced, 2) your consent and cooperation to enter your residence or business, 3) a safe working environment, work space, and 4) electrical power. If the Bobby PC. representative determines that these conditions have not been met, services will be denied and a \$25 trip charge assessed to your next visit.

PAYMENT

The customer must make payment in full at the time of service. All balances must be paid in full before receiving your computer or other electronic device. Customers are 100% responsible for any fees incurred due to insufficient funds in association with your checking or credit account.

*The customer understands that any computer left with Bobby PC without full payment for longer than 30 days from the date of service completion will become the property of Bobby PC without any additional customer consent to compensate for our time and service.

CUSTOMER INFORMATION:

PRINT: _____ SIGNATURE: _____ DATE: ____/____/____

ADDRESS: _____ ZIP CODE: _____

HOME PHONE: _____ CELL PHONE: _____