

REPAIR AND SERVICE AGREEMENT

1. DISCLAIMER

- 1.1 **BOZ Tech IT Solutions** will only perform and provide services, repairs, and upgrades as requested by the customer. **BOZ Tech IT Solutions** 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 Services/repairs are provided as a service. There may be circumstances under which your device cannot be repaired. It will have to be rebuilt, upgraded or replaced.
- 1.3 The length of time required to service/repair your device cannot be predicted. (See para 2.3 below)
- 1.4 You understand that in the process of working on your device, there is a potential for damage. **BOZ Tech IT Solutions** will not be responsible for any data loss or damage whatsoever. (See para 4.4 below)

2 BILLING TERMS

- 2.1 Services/repairs and parts supplied are billed as stated on a quote provided.
- 2.2 Charges will be calculated at a fixed rate as quoted. **A minimum charge of \$150 applies.**
- 2.3 An estimate of cost for work will be provided before performing any services/repairs. Estimates are not guaranteed. In the case that there is an unforeseen deviation or parts supply beyond the estimated amount. Every effort will be made to contact you and inform you of the situation and receive authorisation 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 **BOZ Tech IT Solutions.**

3. PAYMENT TERMS

- 3.1 Full payment is due upon completion of services/repairs.
- 3.2 **BOZ Tech IT Solutions** accepts direct transfer and credit card. A 2.6% surcharge applies for credit card payment, which is done via PayPal.

4. LIABILITY

- 4.1 Service(s) are provided in an effort to fix, upgrade, or otherwise repair the device(s) for which you request such service(s).
- 4.2 Your device(s) will not be intentionally harmed. The primary goal is to fix it, not damage it.
- 4.3 In the case of accidental damage caused by already existing problems in your device(s) or hardware problems/failures. You, the customer, agree to hold **BOZ Tech IT Solutions** and any person(s) associated with **BOZ Tech IT Solutions** or involved in the work being done for you harmless from all damages resulting from such problems and loss.

5. SUPPORT

Customer satisfaction is our utmost importance. All services will be conducted in a professional, reasonable and timely manner. Also, taking into consideration the circumstances and nature of the technical problems.

By requesting our services, you, the customer, agrees to the above terms and conditions within this agreement.