



TERMS AND CONDITIONS

OUR AGREEMENT

In these terms and conditions, references to “we” and “us” are to Technology Help Center LLC trading as THC, and Technology Help Center.

By using services provided by Technology Help Center LLC you are entering into a contract with us. The terms below set out our obligations to you and what you are agreeing to.

REPAIR SERVICE

IMPORTANT: *You are responsible for ensuring that you have backed up all data on your computer before we access your system. We will not be responsible for any loss of data, pictures, information or programs on your computer.*

If you have not made any backups of your data then we can do this for you. Please contact us as soon as possible to arrange for your data to be backed up before we start work on your computer. Please note, mechanical failure of your hard disk or other components inside your computer can occur without warning during our intensive diagnostics. Virus and malware infections can also damage your data and could lead to unpredictable problems and could result in data loss.

For some jobs, we may need to re-install your operating system. This involves wiping your hard disk clean and re-installing the operating system back to the point when your computer was first purchased. We will contact you prior to doing this but if you require your data to be backed up prior to the wipe and restored back to your computer once the operating system has been re-installed please let us know.

On-Site Repairs and Services

If you book an on-site mobile repair technician appointment we will need the following at the time of appointment:

- Full access to the equipment being repaired. Electricity mains power & Lighting
- Your agreement to follow our reasonable instructions

Your computer system should have a valid Windows operating systems or Apple OS X operating system installed. If you have not, we can help you purchase and install a retail version of the relevant operating system for your computer. Additional costs and time will be involved.

REMOTE REPAIR

Some issues are not able to be resolved remotely but we will use reasonable amounts of skill and care to resolve problems you have requested us to do. It may be necessary for your computer equipment to be delivered to our workshop to resolve your problem but we will talk about all available options at the time of the remote repair session.

LIABILITY EXCLUSIONS

Although we do not have specific knowledge of your computer configuration we will attempt to minimize disruption to your system as much as we can but we cannot be responsible for any unforeseen issues that may arise from any of our services.



Please note that if your computer system or equipment is under manufacturer warranty our services may affect manufacturer warranty validity. It is your responsibility to assess the effect of our services on any manufacturer's warranty.

We cannot be held responsible or liable to any service performed for you regarding:

- any loss data, data corruption, loss of images, documents or information
- any financial loss, or loss and interruption to business or contracts
- any failure by you to follow our reasonable recommendations or instructions
- any losses or issues you may suffer due to your use of (or failure to use) any anti-virus software
- any loss that is not reasonably foreseeable.

Limited Warranty

Although we offer a massive warranty for almost all repairs, there are some exceptions where items our standard warranty does not apply. We will indicate to you at the time of repair / collection of repair what items have a limited or exempt warranty. This includes but not limited to the following items:

- GPU / BGA / CPU Reflows – One Month Warranty
- *Liquid Damage – No Warranty*

For all warranty issues please contact us first for to authorize a return under warranty.

Trade Repair Warranty

Trade repairs carry a maximum 30 day warranty.

FREE TRIAGE

It can take many hours to fully diagnose your computer. However, we offer a FREE basic triage of your problems to help you decide what to do. This free service includes a basic review of the problem as well as a price quote for the repair. If advanced paid diagnostics are necessary, your technician will review them with you first.

REPAIR / SERVICE CANCELLATIONS

It can take many hours to fully diagnose and repair your computer and often we need to purchase parts that are required for your repair. If at any time you decide to cancel the repair you will be liable to make payment of any parts ordered for your repair and a calculation of the cost of labor to the maximum of the agreed quoted cost of repair will be charged. We will not release any item back to you until payment in full is received.

ABANDONED COMPUTERS

Any computer that has been left abandoned for over 90 days will be recycled or disposed if prior arrangements have not been made. It is important that you check your details on your receipt / email at the time of booking to ensure that we have your correct contact details. We will not be held responsible for any inaccuracies in the details provided.

REPAIR & DIAGNOSTICS TIMES



Although we aim to get your device repaired / diagnosed as quickly as possible, the service can sometimes take longer than anticipated. We normally aim to complete the triage of your system within one business day. However, the repair can take longer. Your technician will advise you on our anticipated repair time as part of your FREE system triage.

We often have to source parts from outside of the US which can take several weeks to arrive. We will not be held responsible for any repairs that exceed our estimated completion time. We will make every effort to inform you if we expect a delay in our service. If you would like a status update please get in touch with our repair center or send us a message from our website.

PERSONAL DATA

During the booking in of your computer we will ask you for certain details which we require to perform the service. This includes your name, address, phone numbers and email address. We may also require your administrator password to access your computer to complete our service. We pledge to keep this information private as long as we have it on site.

We may record or keep a detailed note of your conversations with our engineers for records and training purposes.

REFUNDS FOR GOODS PURCHASED

Items Purchased In-store

For Faulty Items: If a fault occurs within 30 days of receipt, we will offer you a full refund. After 30 days, we will either repair or replace at our discretion. Please return it back to the store you purchased it from with your original receipt of purchase and original packaging. Open packages may include a 25% restocking fee.

If you change your mind – If you have changed your mind or your product has been returned as “faulty” but no fault has been found we cannot issue you a refund.

Refund Exceptions

Made to order items such as Custom PCs and laptops are exempt will not be refunded if you change your mind. Software is non-refundable.

COMPLAINTS

We always endeavor to provide the best service and products for our customers. However, on rare occasions, we recognize that there may be times where our customers may not be completely satisfied.

To ensure we are able to put things rights as soon as we can, please email us at service@technologyhelpcenter.com, or mail your complaint to

As soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out to our usual high standards. 422 Main Street E. Monmouth OR., 97361

In the unlikely event there is anything you are not completely satisfied with, please contact us as soon as you can in order that we can rectify any problems as soon as possible.