

Enter.Net, Inc. Computer Repair Service Contract

TERMS OF SERVICE

This Contract is between Enter.Net, Inc., located at 815 N 12th Street, Allentown, PA 18102, ("Enter.Net") and you, Enter.Net's customer ("Customer" or "you").

Customer understands that Enter.Net **is not responsible** for any data loss while Customer's computer is being serviced. Customer may request Enter.Net to back up the system data before any service is begun to a disk(CD/DVD/Hard Drive) for a \$99.00 fee per hour non-refundable charge. Temporary System Data back-ups done by Enter.Net are to help insure data integrity only and will not be made available to any other customer. Customer understands that even if Enter.Net backs-up the system data, there is still a possibility of loss of data, complete or partial. Customer further understands that faulty system hardware may cause the loss of data, complete or partial, during the repair is not the responsibility of Enter.Net, Inc.

Enter.Net is only responsible for investigating and/or repairing the issues specifically provided by Customer under the "Detailed Explanation of Problem" portion of the work order, and that Enter.Net is not responsible for investigating any other potential issues not related to those items.

An explanation was given to Customer concerning the work/costs involved in the repair of the computer. **Enter.Net assumes no responsibility for damages or failures associated with faulty or obsolete installed hardware/software in Customer's computer once repairs have begun.** Replacement of obsolete hardware/software is solely Customer's responsibility. Customer understands that once service/diagnostics has begun on the computer, Enter.Net does not give **refunds for any reason.** Customer must retrieve their computer system within 14 days or, at the sole discretion of Enter.Net, it will be forfeit to Enter.Net to recover the costs of services rendered and/or Customer may be charged a storage fee of \$5.00 per day.

Enter.Net reserves the right to charge any credit/debit card, on file or on the Computer Repair Work Order for services rendered immediately upon request of additional service, labor, or hardware. For Enter.Net and Customer's protection, Enter.Net will provide Customer with a copy of the work order which must be shown along with photo ID for the release of Customer's computer.

All special order parts will require payment in full via cash or credit card at time of ordering.

PLEASE NOTE TO AVOID ANY TELEPHONE TOLL CHARGES: *Please be advised that the local access number you were using may have been changed while your computer was being serviced by Enter.Net. Therefore, we recommend that you check the access number listed in your system before reconnecting to the Internet. It is the customer's responsibility to select an access number that is a toll free call. We suggest, prior to using any access number, checking with your Internet provider and/or telephone company, to avoid any toll charges. Enter.Net is not responsible for any toll charges incurred by any customer due to the selection of any incorrect local access number.*

If Customer is not an Enter.Net Internet customer, they may have to contact their own Internet Provider for help in getting back online and/or for help in fixing problems not related to hardware and/or services performed by Enter.Net.

Coupons & Discounts

The customer must provide the Enter.Net representative with any coupons to be used for the computer repair at the time of the computer drop off and before the customer has paid or is charged any fees. Enter.Net does not give credits, refunds or any discounts for coupons or discounts received after the customer's payment has been received and the computer repair work order has been signed.

Warranty for Work Performed

Enter.Net makes no warranties of any kind, whether express or implied for hardware installed in the customer's computer. The manufacturers hardware warranty will apply to all hardware replaced, see the manufacturers documentation for additional information. For follow up repair the customer must contact

Enter.Net within 5 days following the repair by telephone and speak with a Enter.Net repair representative about the problem being experienced. Enter.Net will solely determine if the malfunction the customer is experiencing is a problem with the service provided by Enter.Net. Enter.Net will let the customer know if he/she will owe any additional fees for the computer repair.

CANCELLATION POLICIES

Enter.Net does not give **REFUNDS or accept RETURNS** on special order parts, even if the repair order is cancelled by Customer at a later date. **To change or cancel the work order/appointment, Customer must contact ENTER.NET Service Dept. and speak to a representative.** A voice mail message or e-mail is not sufficient. A cancellation number will then be issued to Customer.

Cancellation Policy Once Work Has Been Started:

A minimum one (1) hour labor charge (currently \$80), plus all applicable hardware and software fees for installations and replacements will be charged to Customer.

Cancellation Policy Before Work Has Been Started:

For orders that are cancelled before any work has started, there is a \$50 fee.

Cancellation for Pick Up - Delivery / Onsite Repairs:

A minimum one (1) hour labor charge (currently \$80) fee will be charged to Customer for any cancellation received within 24 hours of scheduled appointments whether or not any work has begun.