

CompFix Services Rendered Disclaimer

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CompFix may revise these terms and conditions at any time by publishing said revisions on CompFix's web site; www.compfix.co.za. All revisions to these terms and conditions are effective for transactions dated after the revisions. You agree that if any part of these terms and conditions are found to be unenforceable, the remainder of these terms and conditions will remain in full force and effect.

Ownership

By agreeing to have CompFix perform services on any computer system, computer network system, or related device, you certify that you are the expressed owner of said computer, computer network system or related device or are an authorized agent for the owner. In the event that you are found not to be the true expressed owner of said computer system, computer network system, or related device, you assume all liability for any claim made as the result of the services rendered by CompFix on said computer system, computer network system, or related device including those claims which.

Definitions

A Computer system is defined as the CPU enclosure and software (operating system, applications and other installed software).

Hardware is defined as any individual component that is contained within the Computer System such as hard disk drives, main boards, processors, memory modules or any other component contained within the Computer System.

Peripheral device is defined as any hardware item which attaches to the Computer System such as Printers, Monitors, Cameras, etc.

Data is defined as any information which is not part of the operating system, application software or other installed software such as pictures, word processing documents, email, financial data, or any other user created information stored on the computer system.

Title to Goods

Title to purchased goods is retained by CompFix until such goods are paid for in full by the purchaser or purchaser's agent.

Rates and Minimum Charges

- Repair and Maintenance is charged at R300 per personal computer (PC). Bench Charge; \$35. No repair or repair declined without diagnosis. Minimum Charge; \$55 Non-diagnostic minor repair less than one hour. Repair and extended diagnostics is charged at R400 per hour accruing by the quarter hour.
- On Site Repairs
Minimum Charge is R350, with an hourly charge that will follow per hour accruing by the quarter hour.
Hourly rate, PC Maintenance and repair is charged at R250 per hour accruing

by the quarter hour.

Hourly rate, advanced networking or consulting is charged at R300 per hour accruing by the quarter hour.

- Remote Support is charged at R200 for non-account clients. Clients on account will receive their first month free, afterwards which will be charged at R200 per hour. Upfront payment needs to be made prior Remote Support to be initialised.

Diagnostics

In the event diagnostics take longer than one hour, you will be notified of the findings thus far and will be given the option to continue the diagnostics or pursue another option. Extended diagnostics will be billed at the prevailing hourly rate. Upon agreement for extended diagnostics, you will be notified at each one hour interval with the findings. Your oral agreement to continue diagnostics constitutes an oral contract in which you agree to pay CompFix regardless of outcome for the time spent in diagnostics.

Estimates

After diagnosing the problem CompFix will notify you with a verbal estimate to repair your system including any diagnostic charges if applicable. Your oral agreement to repair constitutes an oral contract in which you agree to pay CompFix for the diagnostics and repair upon completion. Written estimates will be provided upon request.

Payment

Unless prior arrangements are made, payment is due when services are rendered. Payment may be by cash or Electronic Funds Transfer (EFT). Electronic Funds Transfer (EFT) is to be made within the timeframe of 48 hours. Any other arrangements must be made in advance of services being provided.

Abandoned Items

Unless prior arrangements are made, any item left for repair that is not picked up and paid for within 30 days of completion of said repair will be considered as abandoned. CompFix will notify you by certified mail that CompFix considers your item abandoned by you and if the item is not picked up and paid for within 15 days of our notification of your receipt of said notice, the item will be donated or sold and a receipt will be mailed to you. The receipt by CompFix for the certified mail sent to you and further, accepted by you together with your failure to contact us within the 15 day time frame is your acknowledgement the item is indeed abandoned and you thereby transfer title to CompFix for disposition. Abandoning items does not relieve you from the amounts due. CompFix reserves the right to pursue collections and by failing to respond you agree to be liable for any and all costs incurred in such collections. Prior to any further transactions with CompFix, you will be required to remit in full on any previous amounts due plus provide pre-payment for any further services.

Return Policy

Your original receipt or invoice is required. If you are not satisfied with a product you purchased from us and you return the product with the original receipt or invoice within 10 days from the original invoice date, you may exchange the product or receive a refund, except as explained below.

Special order Computer Systems are non-refundable and non-returnable. Monitors, printers, and un-opened computer parts may be returned within 10 days from the original invoice date and are subject to a 25% restocking fee (unless defective). Any product that is returned without all item(s) included with the original product is non-refundable and non-returnable. Opened software, games, videos, or computer parts are non-refundable and non-returnable. Used items are non-refundable and non-returnable. Refunds will be made in the form of original payment. Purchases made by cash or Electronic Funds Transfer (EFT) R500 will be refunded by company Electronic Funds Transfer (EFT).

Recycling

Customer is responsible for recycling unwanted or defective Computer Systems, Peripheral devices or hardware components. CompFix will recycle the following items for a fee; Computer Systems for a fee of \$10 per system recycled, printers for a fee of \$15 per printer recycled, and monitors for a fee of \$15 per monitor recycled. Hardware components replaced by CompFix during the course of a repair will be recycled at no additional charge. Recycling fees are over and above any minimum charge.

Special Orders

Computer Systems and Peripheral devices: All computer systems and peripheral devices require a deposit equal to the cost of the system or device. Taxes, shipping and service charges are due upon delivery.

Shop Repairs: If a part is required to facilitate a repair that is not a standard part in CompFix's inventory, and the part has a cost over R500, customer will be required to pay a deposit of 100% of the cost of the part before part is ordered.

On-Site Repairs: If a part is required to facilitate a repair that is not a standard part in CompFix's inventory, and the part has a cost over R500, customer will be required to pay a deposit of 100% of the cost of the part before part is ordered.

Over the Counter Parts orders: All "Over the counter" parts orders require a deposit of 100% of the cost of the part before part is ordered.

If for any reason customer decides PRIOR TO REPAIR, not to purchase goods that have been ordered, customer will be solely responsible for shipping costs to and from manufacturer, plus a cancellation charge of 25% of the total order value.

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