



8457 South Pulaski Road, Chicago, IL 60652

To all our valued customers by signing this contract you are agreeing
To the following terms and conditions.

- 1.) **Spillage and physical damage** are not covered under warranty. Customer must inform High Power Inc. if spillage has occurred on the unit. If there is evidence of spillage & or physical damage or the unit has been tampered with once a technician looks at the unit there will be a \$65.00 charge. We are not responsible for damage that may occur to plastics if the unit has physical damage while performing diagnostics, estimate. The \$65.00 must be paid in cash.
- 2.) Average turn around time is approximately **5 business days** (i.e. If you bring in your unit for repair on Monday at 1:00 pm, it can be expected to be picked up on the following Monday at 1:00 pm). This is only an estimate of time. Please understand that we do not have control over the manufacturer's parts inventory, weather, or shipping.
- 3.) If you need your unit expedited there is an additional **non-refundable** \$95.00 charge (which means it is the next unit looked at, not guarantee that it will be repaired the same day). This fee is also **non-refundable**.
- 4.) **High Power Inc. is not responsible for your data. Please have a backup before bringing in your computer, laptop, and notebook.**
- 5.) **Data backup** is not covered under warranty. **High Power Inc. can backup /retrieve (15Gigs) of data for a fee of \$95.00**
- 6.) **\$65.00 diagnostics fee can not be applied to the data backup fee if we are diagnosing / repairing your PC/Laptop, this is a (Separate service charge)**
- 7.) Virus and spy ware are not covered under warranty and will insure a \$65.00 diagnostic charge.
- 8.) **Formatting or factory restore** of a hard drive removes and deletes all information/software and programs that are currently on the hard drive. High Power is not responsible for current contents of the hard drive if a formatting or a factory restore is performed.
- 9.) We are not responsible for scratches or dents that may occur during the repair process, loss of CD or DVD's that have been left with the unit, fire, theft & or for any units left in our possession over 10 calendar days from date of completion or from the time of declining the repair to the unit. High Power Inc. is not responsible for data loss due to fire, theft or any other uncontrollable act.
- 10.) Some parts replaced in your unit may carry a core charge and need to be returned to the manufacture on exchange.
- 11.) All parts replaced under warranty must be returned to the manufacturer within five business days. If you would like your part returned to you, such as, if we are unable to backup your data for the \$95.00 and would like to send the drive out for recovery, you may purchase the part out right. Some parts must be bought on exchange, via the manufacturer, which means your old part must be sent back to the manufacturer once it has been removed from your unit.
- 12.) **Storage**, \$1.00 a day will be charged for units not picked up after 10 business days of receiving an estimate or repair regardless if the unit has been repaired or not and whether the unit is in warranty or out of warranty. Units not picked up after 30 calendar days and the customer has been notified by phone 2 times will be considered abandoned and become High Power Inc. property.
- 13.) Please allow 2 business days for High Power Inc. technicians to reassemble declined repairs.
- 14.) **Cancellation** of repair after accepting an estimate verbal or written will incur a **50% restocking fee**, shipping fee and additional labor fee.
- 15.) **Cancellation** due to "change of mind" in regards to the repair of the unit, the \$65.00 deposit will **NOT** be refunded once the work order has been created and the customer has signed it.
- 16.) **High Power has a 30 days warranty on parts and labor. There is no warranty on system restores/reinstallations of OS.**
- 17.) **Needed at check-in:** Windows password _____
- 18.) (bios password) _____ Recovery CD's and power supply.
- 19.) **All incoming and outgoing calls may be recorded for accuracy example (when given an estimate over the phone)**
- 20.) **I have read and agree to High Powers inc. terms and conditions without any objections.**

X
Signature

Date

Work Order