

T3G SOLUTIONS®

Training and Computer Repair

1. DISCLAIMER

1.1 T3G Solutions offers computer service, repair and upgrading services as is. We believe business should be conducted honestly, fairly and be subject to reasonableness. We strive to provide the highest quality of service and support. We cannot guarantee specific results for our services, but will operate under the principles stated above and expect the same in return.

2. BILLING TERMS

2.1 Computer service and repair are billed at an hourly rate. Charges are calculated in quarter-hour increments and carry a minimum half-hour charge..

2.2 We will provide you with an estimate of cost for the work requested.. Estimates are guaranteed to 15% accuracy. In the case that we foresee a deviation on cost of job completion beyond the above stated allowable amount, we will make very effort to contact you and inform you of the situation and receive authorization to continue or stop at the estimate limit. In the case we cannot reach you, we will continue to work until the estimate limit is reached. Once reached, we will halt work until contact is established.

3. PAYMENT TERMS

3.1 A deposit equal to one (1) hour's service is due upon appointment booking.

3.2 Full payment is due upon completion of servicing, upgrading or repair. Failure to pay may result in the debt being turned over to an agency for collection and reporting to the credit bureau. You will be responsible for all costs incurred by us, collection agencies, or courts incurred by litigation for failure to pay.

4. CANCELLATION

4.1 Appointments cancelled with more than twenty-four (24) hours notice may credit their deposits to future appointments, service, or balances.

4.2 Appointments cancelled with less than twenty-four (24) hours notice will be subject to a cancellation fee no less than one (1) hour's service or training fee.

5. LIABILITY

5.1 We provide our services in an effort to fix, upgrade, or otherwise repair the computer systems for which you request such services. We will not intentionally harm your system. It is our goal to "fix" your computer. In the case of accidental damage to your system or data, further damage or data loss caused by already existing problems in your system such as viruses, misconfigured software, or hardware problems/failures; you agree to hold harmless from damages T3G Solutions and/or any persons associated with or involved in work being completed at your request..

6. SUPPORT

6.1 Customer satisfaction is of utmost importance to us. We will backup our work with support services. Free support will be provided for problems requested to be resolved in the work order but not resolved. Additional support may be provided free of charge at our discretion.