



SCT Computers Inc – Policies and Procedures

Estimated Completion Time:

SCT Computers Inc. will provide an estimated completion time for your repair/install. Unforeseen circumstances may have an impact on our ability to complete the repair(s) as provide in the estimate.

Hardware Replacement:

Any old parts/hardware will be returned to you. We can offer the option to recycle your old equipment for you if you wish.

Impact of Upgrades:

Please be advised that it is your responsibility to understand the impact of upgrades or repair to the operating system, application and utility software. Such upgrades can lead to incompatibilities and possible loss of data. Computer hardware and software work together and incompatibility may not become apparent until a later date. You are responsible for contracting the manufacturer of your software regarding compatibility issues before you requested any upgrades.

Operation System Reinstall:

If the Operating System has to be replaced or reinstalled SCT Computers Inc, is responsible for the following items 1) Install OS and all applicable updates; 2) Install Internet Connection; 3) and any software beyond the Operating System that SCT Computers Inc recommends. Any and all software that is propriety to the users, this includes, MS office, Quicken, QuickBooks or TaxCut is the sole responsibility of the customer.

Liability:

SCT Computers Inc.'s liability for damage to your computer is limited only to any damage which is determined to be caused by the repair shop's negligent acts or negligent omissions. Our liability for repairs is limited to the total price of the repairs. Be aware that certain repairs, including but not limited to viruses and spyware removal, may damage software and/or data installed on your computer. This is to be expected and may require the re-installation of your operating system, programs, and data.

Loss of Data:

Data is the most important part of a computer system because it is often irreplaceable. Due to the process of repair, data may get damaged or at worst, deleted. SCT Computers Inc. is not responsible for the loss of any data which may occur while performing work on your computer. You are responsible for backing up your own data. We try to back up your data for you in most cases, however, we can't guarantee any backup form corrupted data.

Ownership:

You must own the computer you request us to service. You must own and demonstrate ownership of any software that is to be installed or re-installed on your computer by SCT Computers Inc by having the original Software CD's and the appropriate keys and/or serial numbers.

Right to Refuse:

In its sole discretion, SCT Computers Inc. reserves the right to refuse work that it believes is beyond the scope of its ability or for other good cause.

Abandonment:

If equipment is left with SCT Computers Inc and is not claimed or unable to be delivered within (30) days after we notify you that the requested service is complete, we will treat your equipment as abandoned. You agree to hold SCT Computers Inc harmless of any damage or claim for the abandoned property. Any and all charges are still your responsibility.

Warranty:SCT Computers Inc does warrant its work. We will demonstrate that the repair is complete and warranty all hardware up to one year of install date. However, SCT Computers Inc. is not liable for any software warranty, this includes viruses, spyware or malware removal, or operating system install.