



SERVICE WAIVER FORM

The Service Waiver Form is a standardized legal document that is to be signed and dated by the customer when a computer is presented for service. The purpose of this document is to protect both the customer and Ames Electronics.

I certify that:

- I am the owner of this computer and any related equipment.
- I have backed up all information I wish to preserve.
- I understand that technical support rendered by Ames Electronics may void manufacturer warranties and release Ames Electronics from any resulting liability.
- I understand that Ames Electronics offers no verbal or written warranty, either expressed or implied, regarding the success of this technical support. A demonstration of any work completed will be provided at the time service is finished.

Initial here _____

TERMS OF SERVICE

Estimated Completion Time: Ames Electronics will provide an estimated completion time for your service. In the event that a service will exceed the estimated time by more than one half-hour, your approval will be requested.

Hardware Replacement: Any old parts/hardware will be returned to you when your service is completed unless otherwise specified.

Impact of Upgrades: Please be advised that it is your responsibility to understand the impact of upgrades to the operating system, applications and utility software. Such upgrades can lead to incompatibilities and possibly, the loss of data. You are responsible for contacting the manufacturer of your software regarding compatibility issues before you request any upgrades. Ames Electronics will notify you of any known incompatibilities at the time of service, but some may become apparent at a later date.

Liability: Be aware that certain repairs, including but not limited to virus 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. Ames Electronics will not be held liable.

Loss of Data: Ames Electronics is not responsible for the loss of any data which may occur while performing work on your computer. You may request that Ames Electronics back up your data for you at the stated price; however, we do not guarantee the success of any backup.

Ownership: Ames Electronics may request proof of ownership for any items presented for service (original software CDs, appropriate keys and/or serial numbers, etc).

Payment: Payment is due at the time of service or upon receipt of an invoice.

TERMS OF SERVICE (CONTINUED)

Privacy: Our technicians will not browse through your hard drive looking at your data; however, they may inadvertently see data during the course of their work. Please remove any personal or private files you do not want others to see.

Right to Refuse: In its sole discretion, Ames Electronics reserves the right to refuse work that is beyond the scope of its ability or for other good cause.

Abandonment: If any item is left in the possession of Ames Electronics for more than 90 days after completion of service, it will become the sole property of Ames Electronics. Outstanding charges will still be considered payable per invoice.

Scope of Work: Ames Electronics will only perform the work agreed upon when service is arranged. You must authorize, in writing, any additional work which may be required.

The following items were received by Ames Electronics:

Make: _____ Model #: _____ Serial #: _____

OS Login: _____ OS Password: _____

Power-on Password: _____

(Circle all that apply)

Laptop Computer	Desktop Computer	Keyboard and Mouse
AC Adaptor	AC Power Cord	Battery

Restore / Software (# of CD's received): _____ Other: _____

Miscellaneous Notes: _____

I authorize Ames Electronics technician(s) to perform work on my computer. I understand that Ames Electronics technicians have been trained to perform computer hardware and software work, but Ames Electronics is not an authorized service dealer. I understand that Ames Electronics is not responsible for any data loss which may occur as a result of work done on my computer. Further, I agree to release, indemnify, and hold harmless Ames Electronics from liability for any claims or damages of any kind or description that may arise from any computer work performed on my computer, or abandonment of said items.

By signing below, I agree to the terms and conditions stated in this document.

Customer's Name: _____ Customer's Signature: _____

Date: _____ / _____ / _____ Phone #: _____

Ames Electronics Signature: _____ Account #: _____