

BC Services
2 Sands Dock Rd
Milton, NY 12547
845.795.5952

www.biconsultingservices.net
brien@biconsultingservices.net

TERMS & CONDITIONS APPLICABLE TO ELIGIBLE PURCHASERS ONLY

ABOUT US

BC Services was founded to provide both honest and reliable services while providing remarkable customer service. We have made a commitment to being the best and live up to those expectations. With experience of over 15 years in the computer and office machine related industry, we can handle all your technical needs.

SUPPORTED PRODUCTS

BC Services provides hardware repair service on all Desktop, Laptops and Servers. We also service HP, Canon and Lexmark printers.

SERVICE RATES

The standard On-Site service rate is One Hundred (\$100) dollars per hour for the 1st hour, and Seventy-Five (\$75) for each additional hour charged in ½ hour increments. There is a one hour minimum charge. All rates are charged in half-hour increments after the first hour, at a rate proportional to the said hourly service rate. Should it be necessary for any hardware or software to be purchased by BC Services, the cost of that product will be added to your total. All prices are in US dollars.

PAYMENT

All payments are due when the service is rendered. Payment is accepted in either cash or check. Any customer with check returned for any reason (NSF, etc.) will be contacted, and charged a fee of twenty (20) dollars plus their outstanding charge. All checks are to be made payable to BC Services. BC Services reserves the right to refuse service to anyone who refuses, or has previously refused to pay for the service's provided.

WARRANTY

All new computer hardware sold and installed by BC Services is warranted and supported for free from BC Services for a period of thirty (15) days after the installation date, so long as it has not been tampered with or modified in any way. Should the product fail or require maintenance after that time, the product can be sent in for repair or replacement to the manufacturer as long as there is a remaining manufacturers warranty on the product. All other services provided by BC Services, including all software support are warranted for a period of seven (7) days. Should the exact same problem arise within this time period, BC Service will repair it for free. This does not include Spyware or Virus issues.

SERVICE GUARANTEE

BC Services performs all work carefully and strides to ensure you get quality service in a timely manner. As long as we have been permitted to complete all of the necessary procedures outlined in the "diagnosis" section on the first page of this document, our work will be guaranteed. If within 7 days of your on-site visit should the identical problem arise again, you will receive the additional service required to solve the issue at no charge. Any specialty work performed, including, but not limited to: Over clocking, BIOS flashes, and any modifications to computer hardware will not be guaranteed.

LIABILITY

We absolutely do not cover any misuse, tampering, abuse, fire, theft, accidental damage, surges, spikes, brown outs, software issues created by end user, viruses, spy ware etc. This applies to all our services. We are not responsible for your data when we are working on your computer or troubleshooting your computer. Please back up your data if it is very critical to you. You agree that you will not hold BC Services liable for any data loss. BC Services can back up your data only if you specify in the service order and pay any additional fees.

USER RESPONSIBILITY

It is your responsibility to backup your data and/or software prior to service. BC Services is not responsible for any loss or corruption of data and/or software. Any hardware/software needed must be purchased and supplied by you unless part of a package. ISP/Internet connection must be activated and working properly prior to any related install. You must provide adequate power and space for the scheduled service, including power cords and surge protectors.

Please sign here _____

Date _____