

Ruggiero A/V Services
Equipment Repair Contract
Effective January, 2008

I SUMMARY

Customer [YOU] has [have] elected to submit a computer system [SYSTEM] to RUGGIERO A/V SERVICES [US, WE, or OUR]. This contract indicates the terms and conditions under which the SYSTEM will be diagnosed and repaired, if needed. By signing below, you agree to these terms.

II DIAGNOSTICS

Upon submission of the SYSTEM to us, you agree to pay a **diagnostic fee of \$35.00**. This fee is **NON-REFUNDABLE**, and covers minimal maintenance tasks, which we will perform outside the scope of the actual symptoms and/or specific problems experienced with the SYSTEM. The specific tasks performed may vary but will be explained to you at the time the SYSTEM is left in our care. See section V for more information on ONSITE repairs.

III IMMEDIATE REPAIR

Unless an indication is made on the signed contract that we may immediately perform any necessary repairs on the SYSTEM [**sight-unseen**], the initial diagnostic will first take place. If a sight-unseen repair is to take place, you agree for us to perform the repairs at the current labor rate of **\$90 per hour**. If it is determined that repairs cannot be made to the SYSTEM in its current condition, the terms under Section IV will take immediate precedence.

IV COST AND TIME-TO-COMPLETION

Upon diagnosing the system, you will be contacted either by telephone or electronic mail. The price of all repairs will be disclosed at this time, based on the current labor rate of **\$90.00 per hour, plus the cost of any parts**. If you elect for repairs to be made, we will give you an estimated time to completion. You will be contacted within that time once repairs are made. If you elect to have us NOT perform the repairs, the SYSTEM will be returned to you "as is."

V ONSITE FEES

Onsite repairs refer to troubleshooting and fixes made while a SYSTEM is in its native environment, as opposed to being repaired at Ruggiero AV Services' facilities. For an onsite visit involving software installation or [re-]configuration, you will pay a **\$35.00 per hour** labor rate. If it is determined that parts will need to be ordered, or additional work is to be done beyond the scope of an onsite repair, then the terms in sections III and IV will take precedence.

Check here ☐ if you would like RUGGIERO A/V SERVICES to repair your system "sight-unseen"

☐ Diagnostic Fee collected

Customer Signature Date

Date Completed

Tech