



SERVICE:

Datasyst does NOT provide Free Estimates. Our minimum Diagnostics Fee is \$75 for Out-Of-Warranty (OOW) Apple Products and \$47.50 for all other OOW products, which is applied to the cost of the repair. This Diagnostics Fee is Non-Refundable regardless of the decision of the Repair from the Customer.

EXPEDITE SERVICE:

Expedite costs \$45 flat fee, This places your equipment next in line for service. Double Expedites Cost \$95 fee, brings the immediate attention of a Technician. Please Note that Expedites does NOT guarantee faster Repair Turnaround Time nor does it expedite Hardware Shipments. This fee is not covered by warranty claim and is due and payable at the time of check-in. This fee is non-refundable even if your equipment is deemed unrepairable or service work is declined for any reason and cannot be applied to the balance of what is owed.

MANUFACTURER WARRANTY CLAIM:

Any repair/service made or performed that is not covered under warranty, including a diagnosis of "no problem found" or equivalent becomes the responsibility of the customer and is billed at our current service rate. If a liquid spill or any physical damage is found this may "Void the Manufacturer's Warranty" and will become billable. Any and all Operating System / Application software issues will be billable as well. (This also includes issues related to spyware, and viruses).

DATA:

Data Recovery is applicable if the device's storage is able to be accessed. Most modern devices have storage devices embedded into the Motherboard/Logic Board for performance and security reasons. If this is the case, Technicians will inform you whether or not Data Recovery is possible based on the damage exhibited.

If the machine is restored to factory settings, wiped and reloaded, or has a fresh OS install, ALL DATA WILL BE LOST. The unit will be returned in similar to the out-of-the-box-state. Datasyst will backup data only AT THE CUSTOMERS REQUEST. The "Attempt" to recover data is not covered under any sort of warranties and attempts are billable at the minimum Diagnostics Fee. Datasyst cannot accommodate 'Partial' Data Recovery nor target specific Data.

I, THE CUSTOMER, AGREE THAT WHETHER OR NOT I REQUEST DATASYST TO BACKUP MY DATA, IN NO EVENT SHALL DATASYST BE LIABLE UNDER ANY CIRCUMSTANCES FOR ANY LOSS, ALTERATION OR CORRUPTION OF ANY DATA OR LOSS OF ANY MEDIA FROM MY PRODUCT.



UNCLAIMED EQUIPMENT:

Datasyst accepts no responsibility for any equipment not picked up within 30 days of completed service. Datasyst will make every effort to contact the customer on the day of completion.

I agree that Datasyst may dispose of my equipment after 30 days of completion and hereby release Datasyst and waive any claims regarding such disposal.

LIQUID DAMAGE / COMPONENT REPAIRS:

Please note that the Customer would be responsible for any extra costs that may be incurred during the repair process (part replacements, tools, etc.). We make no guarantees of success in repairing the device completely but Techs have achieved an 80% success rate overall. Extended Coverage Plans such as AppleCare+ are NOT eligible for this service and must follow Manufacturer Procedures to prevent voiding the device's Extended Protection Plan.

Successful Logic Board Repairs are billable even if the customer declines additional part repairs and the charge will NOT be reversed. Under no circumstances will the service be performed for free or at the cost to the technicians or Datasyst. Data loss is possible but Datasyst is not responsible. Data Recovery, if possible, is billable as a separate charge.

Most modern devices have Liquid Contact Indicators (LCIs) inside that can be tripped due to the presence of moisture. These tripped LCIs will void any Limited Warranties. Unfortunately, these LCIs are permanently stained even after repair.

APPLE AUTHORIZED SERVICE PROVIDER OBLIGATIONS (OP79 – EXHIBIT F):

At a minimum, Service Providers shall troubleshoot and facilitate Carry-in and Mail-In repair service for Covered Repairs without charge to their customers.

If a repair or associated service is deemed outside the scope of Apple repair coverage, Service Providers may, at their sole discretion, charge a fee for associated labor and parts. For example:

- If the issue results from the use of any non-Apple hardware product.
- If the issue results from the use of any non-Apple software product.
- If the issue results from accidental damage or abuse.
- If after troubleshooting, no issue with the Apple hardware product is found.
- If the issue results from software-related cause or software setup.
- If the customer requested data recovery or transfer services.



PROACTIVE REPAIRS:

Proactive repairs are repairs to parts that do not exhibit failure, These repairs are not covered by the Manufacturer regardless of Warranty. A certified technician will only replace parts that are exhibiting failure, and will only recommend repairs that they have diagnosed and confirmed as faulty or not up to quality standards.

In the event a non-failed part is replaced or repairs were reported without prior diagnosis to the product, A manufacturer will not compensate Datasyst for labor or cover part costs on repairs, as applicable, for each inappropriate repair performed. Customers are financially responsible for a repair (parts and labor) when they request a part be replaced that does not demonstrates a failure.

DATASYST WARRANTY:

At no additional charge, Datasyst will correct any sort of hardware defects or work performed provided the device is returned to Datasyst within thirty (30) days from the date of pickup. This provision will not apply to virus/spyware removal, software repairs, or any repairs brought in for end-user damage (ie. Liquid Spills).