

Service Agreement & Personal Guarantee

I (the customer) understand every reasonable effort will be made to ensure that my (the customer) system operates correctly before and after a software and/or hardware installation, but I recognize that because some of the software installed is licensed free of charge, the copyright holder(s), Computing Edge, Inc. and/or other parties that are providing this material "as is" without warranty of any kind, either expressed or implied, including, but not limited to, the warranties of merchantability and fitness for a particular purpose. The entire risk as to the quality and performance of any software and/or hardware purchased and/or installed, and the accuracy of its associated documentation, is with me (the customer). Should this software or its associated documentation prove defective, missing, or incomplete, I assume the cost of all necessary service, repair, or correction. I further understand, if I am requesting Computing Edge, Inc., and/or its designated other parties to install/service the Linux operating system, I am doing so entirely at my own discretion.

I further agree to allow Computing Edge Inc., and/or its designated other parties access to any resources they deem necessary to complete the requested install or other service work.

I assume responsibility for the integrity of the data on my computer system, I have backed up all important data, and I will hold Computing Edge, Inc. blameless for any damage to my computer system, to my data, or any other damages or liability that may result from the requested service work. Computing Edge, Inc. will, to the best of its ability, inform me of unwise or unnecessary service procedures, but the final responsibility falls on the customer to give the final authorization for any service work. Computing Edge, Inc. also reserves the right to NOT to perform the inadvisable service work and will assist in finding a solution both parties find acceptable. I further understand and agree that Computing Edge, Inc. is a consulting service which bills by the hour for their services (unless otherwise negotiated in writing) and can not guarantee the success of non-hardware related repairs.

I also assert I am authorized to order the requested service work and assume all liability for any misrepresentation to Computing Edge Inc, and/or its other designated parties for any sales or service work performed without authorized permission. This document constitutes a personal guarantee of payment by the signer. All service calls are subject to a one hour minimum.

I understand Computing Edge, Inc., has terms of cash upon delivery. If after ten (10) days, Computing Edge, Inc., may charge a service charge to my outstanding balance, which I have agreed to pay. In the event my account goes beyond thirty (30) days, Computing Edge, Inc., may refer my account to collections. I agree to pay the cost of collections equal to the lower of one-third (1/3) of the principle amount or the maximum amount allowed by applicable law. I also understand interest on any unpaid balance will be charged at 1.5% monthly (18% annually) or the highest rate allowed by law.

If Computing Edge, Inc., pursues legal action to collect my unpaid balance; I agree to pay all fees incurred by or as a result of said suit or action and that all discounts provided to the customer by Computing Edge, Inc. will be forfeited when my account goes to collections. As a customer, I may request to sign an updated service agreement as it becomes available. Although, I understand that continued use of Computing Edge, Inc.'s sales or services constitutes acceptance of the most current service agreement.

I further agree to be responsible for any licensing fees, shareware registrations, or other licensing requirements that may apply to the software I will receive.

Any changes to this document are only considered valid if initialed and dated by an officer of Computing Edge, Inc.

"Computer Evaluation" consists of: Spy-ware Scan¹, Virus Scan², General Disk Cleanup, Boot Optimization and Disk Defragmentation. If a PC is in for estimate of hardware repair, the typical services will be performed at our discretion and are not considered part of a hardware evaluation. The turn around time on this discounted service is two to four business days. If faster or immediate service is required hourly labor charges will apply.

If a PC is dropped off for a hardware evaluation and the cause/repair is quoted, the customer can either pick up the machine with no repair performed at the current hardware evaluation price OR only pay the quoted repair cost to have the machine repaired as quoted. If an hourly charge is billed to the customer, the evaluation charge on the same piece of equipment is waived by Computing Edge, Inc.

The following services are specifically **NOT** covered by our standard computer evaluation:

Testing modems, configuring third party software (ie: SBC Yahoo, AT&T Yahoo, AOL, Juno, Mediacom, or any ISP software), any type of hardware repair or install, data backups, operating system install/reinstall or any form of laptop hardware repairs (including LCD or AC power component.) Any service not explicitly mentioned as part of the "Computer Evaluation" are considered hourly charge services.

Initial Here: _____

(Please complete the other side of this form)

¹ A full spyware scan will be performed. Any piece of spyware that can not be removed in TWO full scans will be quoted an hourly charge for removal. This is not a typical event, but can happen with certain pieces of spyware.

² A full virus scan will be performed. Any virus that can not be removed in TWO full scans will be quoted as an hourly charge for removal. This is not a typical event, but can happen with certain virii. AVG Free virus software will be added to any users' personal machine that does not contain a functioning virus scanner. AVG Free edition CAN NOT be added to business machines due to the licensing requirement.



Computer Symptom Sheet

What problems are you having with your computer or equipment?

Can your computer boot up? Yes No Don't Know

If not, what did it do the last time it was on? What were you doing at the time?

Have you noticed any unusual noises or smells? Yes No Don't Know

If so, please comment:

Computer seem a little slower? Yes No Don't Know

Internet seem to be slower? Yes No Don't Know

More popup windows than usual? Yes No Don't Know

Computer crashing often? Yes No Don't Know

Are you having to reboot your computer often? Yes No Don't Know

Do you have a virus scanner installed on your computer? Yes No Don't Know

If so, what do you use?

Do you connect to the internet on this computer? Dial-Up DSL Don't Know
 Cable Other _____

Full Name

Phone Number

Number & Street

City

State

Zip Code

Signature

Date

Email Address(es) :

I have read, understand and agree to all the terms of the
Computing Edge, Inc. service agreement (on the reverse side of this form.)

**** Payment is due when picking up/ receiving computer.****

Equipment left unclaimed/ unpaid for greater than 90 days is subject to donation to a randomly selected charity.