



## Terms of Service

### 1. DISCLAIMER

- 1.1. ORIDI LLC will perform computer services, repairs, and upgrades only as discussed and agreed upon by the customer. ORIDI LLC will provide honest and reasonable service, with the goal to provide the highest quality of service and support, but specific results are not guaranteed.
- 1.2. Computer services, repairs and/or upgrades are provided as a service. Circumstances may arise in which the computer is unrepairable and will need upgrades or replacement parts, or overall replacement, which ORIDI LLC may or may not be able to assist with. **(Ex. Obsolete hardware, “fried” components, water damage, etc.)**
- 1.3. The actual length of time required to complete a service cannot be predicted, any time frames given are only educated guesses.
- 1.4. The customer understands there is always a potential chance for data loss while ORIDI LLC completes the agreed upon service(s). ORIDI LLC will create an image of the computer, including any extra drives aside from the main drive where the operating system is located, using a third party program titled Clonezilla. However, ORIDI LLC is not responsible for complete data loss if an image becomes corrupt, does not successfully boot, or is otherwise unusable. It is recommending the user creates their own backup prior to ORIDI LLC performing the agreed upon service(s). **(See para 4.4 below)**
- 1.5. The customer authorizes the technician(s) to install any necessary software on the computer to perform required service(s). After the service is complete any installed software will be uninstalled/deleted, unless otherwise requested by the customer.

### 2. BILLING TERMS

- 2.1. Computer services/repairs/upgrades are billed as stated on the service order provided. Charges will be calculated in half-hour increments (30-minute increments), and carry a **minimum half-hour** charge of **\$60**. Each additional half-hour charge will be **\$45**.
- 2.2. An estimate cost of the service(s) will be provided before ORIDI LLC performs the requested service(s); however, the estimate is only an estimate, and is not the guaranteed final price, as is subject to change.
- 2.3. In the case that the services are predicted to cost above the original estimate, ORIDI LLC will attempt to reach the customer to receive authorization to continue with a new estimated cost or stop the service(s) at the estimate limit.
- 2.4. In the case that ORIDI LLC is unable to contact the customer, work will halt on the computer until the customer can be reached, and a decision made.
- 2.5. In the case that the customer is notified of an increased estimate and wishes the work to be stopped at the original estimate, this may result in an incomplete computer, that may

not be functional, or may be reverted to its previous condition. ORIDI LLC may suggest a secondary estimate to return the computer to a working state in the case that the computer requires more work than in the limit of the original estimate.

**2.6.** In the case that the customer requests the work be stopped, any hardware/software/special ordered material the customer paid for in advanced will be provided to the customer when the computer is picked up but may not be installed/setup.

### **3. PAYMENT TERMS**

**3.1.** Full payment is due upon completion of service(s), for the service(s) and the parts used during the servicing of the customers item(s).

**3.2.** Computer parts, hardware, and/or software that are ordered or special ordered may be requested to have paid in advanced, though may be included in the final cost instead at the discretion of the technician and are not included in the cost of service(s).

**3.3.** ORIDI LLC accepts cash and credit / debit cards. If the customer cannot pay the full price of the service(s) cost(s) ORIDI LLC will securely hold the computer indefinitely until the customer can provide full payment of the service(s) cost(s).

### **4. LIABILITY**

**4.1.** Service(s) are provided in an effort to fix, upgrade, or otherwise repair the computer system(s) for which the customer requested such service(s).

**4.2.** The customer's computer will not be intentionally harmed, and ORIDI LLC will not be held liable for any accidental damage done to the computer.

**4.3.** In the case of accidental damage of data and/or hardware to your system, or data loss caused by already existing problems in your system (Ex. Virus(es), bad configurations, hardware/software issues, etc.), the customer agrees to hold ORIDI LLC, and any person(s) associated with ORIDI LLC or involved with the service(s) being done harmless from damages resulting from such problems.

**4.4.** It is the customer's responsibility to backup personal data. ORIDI LLC will not be responsible for data loss. **(See para 1.4 above)**

### **5. SUPPORT**

**5.1.** Customer satisfaction is the utmost importance of ORIDI LLC.

**5.2.** All services will be conducted in a professional, reasonable, and timely manner taking into consideration the circumstances and nature of the technical problem.

**5.3.** Free support will be provided for problems that arise directly due to the service(s) provided by ORIDI LLC within a month of service(s).

### **6. REPAIRS**

**6.1.** If later found that the service(s) provided by ORIDI LLC was/were incorrectly diagnosed by the technician(s), ORIDI LLC will perform the repair/service free of any labor charge. Only new parts required for the corrective repair/service will be charged. Any parts/software/hardware previously purchased by the customer for the original service(s) are the property of the customer and can be dealt with as requested by the customer.

## **7. ESTIMATES**

- 7.1.** An estimate requires the technician(s) to diagnose issues or to what extent repairs/upgrades/services are required.
- 7.2.** ORIDI LLC will not charge any diagnostic fee for computers to be serviced. If a customer opts not to follow through with any service diagnosed, they will not be charged.
- 7.3. Example** An ORIDI LLC technician performs a diagnostic on a laptop and determines that a part needs to be replaced and provides the customer with an estimate stating the service will cost \$40 for the part and an additional \$60 for the labor. The customer will have to pay the \$40 for the part added to the service, then the \$60 for labor after the service is complete.

## **8. PICKUP/DELIVERY**

- 8.1.** ORIDI LLC offers a pickup/delivery service of computers for customers, including for estimates.
- 8.2.** Any person(s) transporting a customer's computer or other personal property will not be held responsible for damage caused by accidents including the vehicle, or items inside the vehicle.
- 8.3.** Pickup/Delivery is free of charge for customers residing or located in the "Virginia Beach" city of Virginia. Outside of the city of Virginia Beach a fee will be required and provided on a per-request basis.
- 8.4.** ORIDI LLC technician(s) may wear a face covering while interacting with customers on pickups and/or deliveries.

**Remarks/Comments** (Please initial after statement(s) before signing document)