

VOCHINCH, LLC

COMPUTER REPAIR AGREEMENT

This agreement is created on [date] and agreed upon by [client's name] ("you") and Vochinch, LLC. Please read this document in its entirety before signing it.

1. You represent you are a legally recognized adult at the time of this agreement and are the legal owner or authorized representative of computer(s) submitted to Vochinch for analysis, upgrades and/or repairs. Vochinch will not evaluate or perform work of any type until this agreement is fully understood, agreed upon and signed by an authorized representative.
2. You represent all software on computers submitted for evaluation and/or repairs is properly owned or licensed, including the operating system and commercial applications, software suites or media of any type. You agree to hold Vochinch harmless for any data losses associated with unauthorized copies of software or liabilities associated with possession of illegitimate software.
3. You authorize Vochinch having full and complete ("admin level") access to computers and any media submitted for analysis and/or repair. Vochinch does not retain any client passwords after service completion and equipment is returned to the owner or authorized agent.
4. You understand Vochinch may install third-party software on computers for analysis, problem identification and future remote support purposes. You will be advised (prior to installation) of any additional costs associated with such software; any future costs for recurring subscriptions are your responsibility.
5. You acknowledge Vochinch will make every reasonable effort to preserve data and files stored on computers submitted for analysis and repair, except when a hard drive reformat ("wipe") is requested — this action completely erases all data and is irreversible.
6. You agree to pay all balances upon completion of services. Unclaimed equipment remaining in Vochinch's possession shall become the property of Vochinch after sixty (60) days of an unsettled or unarranged outstanding balance.
7. Vochinch agrees upon complete confidentiality of information ("data") contained on computer systems submitted for analysis and repair as required by federal and/or state law. All data copies are returned to the owner or are stored upon media that is erased upon work completion.
8. Vochinch cannot be held liable for computers and/or hardware damaged or destroyed by natural or external forces, including but not limited to: fire, flooding, earthquake, tornado, theft, or any similar event.

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COMPUTER REPAIR AGREEMENT, continued

9. I understand that in the event I am dissatisfied with services provided by Vochinch, reasonable accommodations shall be made to remedy the situation. Such claims must be made within thirty (30) days of service completion, otherwise my satisfaction shall be considered.
10. Vochinch will perform no-charge replacement (in accordance with manufacturer's warranty terms and conditions) in circumstances regarding hardware upgrade failures [e.g. boards, hard drives, and/or memory] performed by Vochinch. Upgrades outside manufacturers' warranties incur additional costs.

I agree to the terms and conditions of this agreement.

.....
client signature

.....
printed name

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date

.....
e-mail address

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Vochinch, LLC representative

.....
printed name

.....
date

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representative ID #