

Return & Exchange Policy Policy

Items sold at retail price are backed by a thirty (30) day money back guarantee except for software, media, printer ink, paper and consumable items. Refurbished items (pc's and laptops) items are backed by fourteen (14) day refund or exchange. All items eligible for return or replacement must be returned in same condition at the time of purchase. Damaged items or items missing original packaging or contents will be refused. Consumable items including software, paper, ink, media are not exchangeable.

Our Guarantee Does Not Protect Against

After Advanced Computer Diagnostics repairs the device, the guarantee does not protect against:

- Subsequent mishandling or misuse that causes the frame to bend, twist, or crack, and drops
- Water damage
- Subsequent accidental or purposeful drops
- Tampering with internal hardware
- Damage resulting from attempted customer repairs
- Software issues unrelated to the repair
- Jailbroken devices
- New damages unrelated to the original repair
- Any loss of data occurring as a result of the repair – customers are advised to back up all data prior to repair attempt
- Virus reinfection
- Damage caused by electric shortage or surge

Our guarantee also does not cover the outcome of a repair if certain pre-repair conditions exist, including:

- Existence of known manufacturing and/or performance issues related to the device separate from the repair, as noted prior to the

repair

-Existence of damage to the frame of device, as noted prior to the repair

-Water damage

-Jailbroken devices

-Tampering with internal hardware: under certain conditions, internal damage may make a repair impossible. Advanced Computer Diagnostics or repair specialist will be able to explain in further detail upon diagnosing your specific device. If in doubt, we recommend that you do not attempt to repair on your own, as any damage may affect the repair-ability of your device.

-a NON-Working, damaged or severed home button/Bio-Metric scanner

-Damage caused by electric shortage or surge

Repair Time and Delivery

Advanced Computer Diagnostics will make reasonable efforts to deliver repaired equipment within the estimated time of delivery, but does not guarantee that a repair will be completed within a specific period of time. Advanced Computer Diagnostics shall not be liable for any failures or delay in service due to any cause beyond its control. Advanced Computer Diagnostics reserves the right to refrain from providing the repairs or services ordered and instead refund customer's payment at its sole discretion.

Replacement Parts

You recognize that Advanced Computer Diagnostics is an independent, third party repair company not affiliated with any original manufacturer. Like any repair provider outside the original manufacturer, Advanced Computer Diagnostics does not always have access to original equipment manufacturer (OEM) parts.

You recognize that after any service is performed, the damaged parts that are replaced during service become property of Advanced Computer Diagnostics. Upon payment for any repair or service, you forfeit any claim on the damaged parts that were replaced during the repair or their value.

Responsibility to Pick Up Devices

Due to space limitations, Advanced Computer Diagnostics requests that you pick up your equipment promptly.

If equipment is left with Advanced Computer Diagnostics and is not picked up within 30 days after being notified by Advanced Computer Diagnostics that your product has been serviced, Advanced Computer Diagnostics will consider your equipment abandoned and may dispose of your equipment in accordance with applicable law. You agree to hold Advanced Computer Diagnostics harmless for any damage or claim for the abandoned property (as stated in the signed work order every customer receives before the repair process is initiated), which we may discard or recycle at our sole discretion 30 days from customer being notified that your product has been serviced.

Accessing Data on Customer Devices

As part of our required diagnostic testing, certain applications containing customer data (such as camera, dial pad and messaging applications), may need to be accessed to thoroughly test the device's functionality. This process is essential to ensuring we have done our due diligence in repairing your device to the best of our ability. This information is never intentionally exposed in any way and will not be mishandled or sold to third party companies for any purpose. Advanced Computer Diagnostics will never transfer or copy data on a customer's device to any other equipment without

customers express consent or unless the operation is required to complete the services requested by the customer.

Data Backup and Recovery Services

In the event of a repair, or any similar circumstances, that requires a device be restored to original settings Advanced Computer Diagnostics will backup data to the best of our ability for a minimum fee of \$99 per user account, upon your approval. If data becomes lost or corrupted during the repair process, though not responsible for the loss of data, Advanced Computer Diagnostics employees will direct affected customers to a reputable data recovery company.

Data Loss

Customer agrees that prior to Advanced Computer Diagnostics servicing of any customer equipment, it is customer's responsibility to: (1) backup all data, software, information, or other files stored on customer's computer disk drives, peripherals, MP3 player, DVD player, camcorder, digital camera or on any other electronic storage device; and (2) remove all videotapes, compact disks, floppy disks, laser disks, cassettes, DVDs, film, or other media from customer's product, as applicable. Except as expressly provided for herein, Advanced Computer Diagnostics shall not be liable under any circumstances for any loss, disclosure, alteration, or corruption of any data, software, information, files, videotapes, compact disks, floppy disks, laser disks, cassettes, DVDs, film, or other media.

Advanced Computer Diagnostics Work Authorization and Service Waiver

All customers requesting repair services agree to the following conditions:

Authorization to Perform Service. You hereby authorize Advanced Computer Diagnostics to perform diagnostic, repair, and installation services on your product (the “work”). You agree to pay for such work in accordance with the terms and conditions of this Agreement.

– **Warranty Work.** If the work is covered under an existing limited warranty you hereby authorize Advanced Computer Diagnostics to perform the Work in accordance with the terms and conditions of such limited warranty and you hereby agree to pay any charges applicable to such Work pursuant to such limited warranty.

Confirmation of the limited warranty prior to Advanced Computer Diagnostics provision of warranty service. FOR WARRANTY SERVICE THE TERMS AND CONDITIONS OF THE APPLICABLE LIMITED WARRANTY SHALL APPLY AND THIS AGREEMENT DOES NOT MODIFY, INCREASE OR DECREASE THE RESPECTIVE RIGHTS AND OBLIGATIONS OF THE PARTIES UNDER SUCH LIMITED WARRANTY NOR DOES THIS AGREEMENT GRANT YOU NEW RIGHTS EXCEPT AS PROVIDED HEREIN. Advanced Computer Diagnostics DOES NOT PROVIDE WARRANTY SERVICE FOR ANY MOUSE, KEYBOARD, PRINTER, OR MONITOR ACQUIRED WITH YOUR PRODUCT. CONSULT THE WRITTEN LIMITED WARRANTY YOU RECEIVED WHEN YOU PURCHASED THE PRODUCT IF YOU HAVE ANY QUESTIONS ABOUT YOUR RIGHTS AND OBLIGATIONS WHERE THE TERMS OF THIS AGREEMENT AND THE LIMITED WARRANTY ARE INCONSISTENT. THE TERMS OF THE LIMITED WARRANTY WILL GOVERN.

– **Out of Warranty Work.** If the work is not covered under an existing limited, you hereby authorize Advanced Computer Diagnostics to obtain parts and to perform the work, and you agree to pay all applicable fees, taxes, and other charges for such parts and services in accordance with Advanced Computer Diagnostics current price list. PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE OR OBLIGATIONS PRIOR TO YOU AUTHORIZATION

TO PERFORM SERVICES. PRICES DO NOT INCLUDE APPLICABLE TAXES OR SHIPPING AND HANDLING, WHICH WILL BE ADDED TO THE PRICE YOU PAY. A MINIMUM DIAGNOSTIC CHARGE WILL BE CHARGED FOR THE INITIAL DIAGNOSIS OF ANY REPAIR NOT COVERED BY A LIMITED WARRANTY WHETHER OR NOT YOU SUBSEQUENTLY AUTHORIZE SUCH REPAIR. PLEASE CONSULT THE CURRENT ADVANCED COMPUTER DIAGNOSTICS PRICE LIST FOR THE AMOUNT OF THIS CHARGE BEFORE YOU SIGN THIS AGREEMENT OR AUTHORIZE ANY WORK TO THE PRODUCT.

Lost or Altered Computer Files. You are responsible for backing up all proprietary and confidential information on the Product and for maintaining a procedure external to the hardware products for the reconstruction of lost or altered files, data or programs. Advanced Computer Diagnostics SHALL NOT BE LIABLE FOR ALTERED OR LOST COMPUTER FILES, DATA OR PROGRAMS, EBEN IF CAUSED BY THE NEGLIGENCE OF Advanced Computer Diagnostics OR ITS AGENTS OR EMPLOYEES. DIAGNOSTIC AND REPAIR SERVICES ARE PROVIDED WITHOUT ANY OBLIGATION OF CONFIDENTIALITY OR NON-DISCLOSURE ON THE PART OF Advanced Computer Diagnostics, ITS EMPLOYEES OR AGENTS. DELETE FROM THE PRODUCT ANY FILE OR DATA YOU CONSIDER PRIVATE, CONFIDENTIAL, OR PROPRIETARY. IN-STORE PERSONNEL ARE NOT AUTHORIZED TO CHANGE THE TERMS AND CONDITIONS OF THIS AGREEMENT.

Unclaimed or Abandoned Devices. Advanced Computer Diagnostics, its agents, and employees will make every effort to contact you when your product service and/or repair is completed. After 30 days from initial contact Advanced Computer Diagnostics will charge a storage fee of \$20.00 per month for product left.

AFTER 60 DAYS FROM INITIAL DATE OF CONTACT, ADVANCED COMPUTER DIAGNOSTICS WILL DECLARE THE PRODUCT ABANDONED, AND SELL THE PRODUCT TO RECOVER COSTS ASSOCIATED WITH DIAGNOSTICS, PARTS, AND LABOR FOR REPAIR.

Data Backup. Advanced Computer Diagnostics, its agents and employees are not responsible for your computers last data backup. Advanced Computer Diagnostics will provide a secondary data backup to your primary data backup for you for \$99 if option is selected below.

Authorization: I authorize Advanced Computer Diagnostics technician(s) to perform repair work on my electronic device. I understand that Advanced Computer Diagnostics technicians have been trained to perform work on electronic devices but Advanced Computer Diagnostics is not an authorized service dealer. Further, I agree to release, indemnify, and hold Advanced Computer Diagnostics from liability for any claims or damages of any kind or description that may arise from any repair work performed on my electronic device, unless it is cause by severe negligence of Advanced Computer Diagnostics or its agent. I understand that repairs or technical support performed by Advanced Computer Diagnostics may void manufacturer warranties, especially in the case of smart phone device repairs. Advanced Computer Diagnostics and its affiliates do not assume any liability or warranty in the event that the manufacturer warranties are voided but may, at its sole discretion, offer its own warranty on the parts and/or services performed

Policy Changes – Advanced Computer Diagnostics may change its privacy policy or practices from time to time. We will post the most current version of our privacy policy online at www.advancedcomputerdiagnostics.com/privacy. If policy changes materially affect our uses and disclosures of personal information that we have previously collected, we will notify you and, if appropriate, provide an opportunity to prevent us from applying the revised policy to such information.

Net 30 Terms Accounts

House terms account is subject to credit approval. If the Buyer shall fail to make any payments in accordance with their terms and conditions hereof, Seller, in addition to its other rights and remedies, but not in limitation thereof, may at its option defer shipments or deliveries hereunder, or under any other contract with the Buyer, except upon receipt of satisfactory security or of cash before shipment. Customer agrees to pay interest on all past-due sums at (3.5%) per month. Customer hereby grants to Seller a security interest in the Products to secure payment in full.

Sales and Promotions

Promotional offers are only good for one offer on any given purchase. From time to time Advanced Computer Diagnostics may be marketing in different classes of offerings of promotions.

Eligibility for each offer may depend on your place of employment, if you are attending school, if you meet certain age requirements and more. At no time does Advanced Computer Diagnostics offer double promotions on the same invoice. For example, individuals receiving educational discounts will not also be eligible for retail promotions offered.

Gift Cards and Gift Certificates

Advanced Computer Diagnostics is not responsible for lost or stolen gift certificates. Certificates should be treated as cash. Card cannot be redeemed for cash. Card value is in currency identified on the card. Advanced Computer Diagnostics makes no warranty regarding any good or service you may receive in connection with you use of this card. Advanced Computer Diagnostics assumes no responsibility and shall not be liable for any injury, loss, or damage of any type or nature which arises out of your use of card and/or the performance of any third party provider. The total value of the card must be redeemed at once. These terms and conditions are subject to change without notice.

Limitations of Warranties

Any description of the goods contained herein is for the sole purpose of identifying them and does not constitute a warranty. In the interest of product improvement, the right is reserved to change specifications and/or design without incurring obligations. OTHER THAN THE EXPRESS MANUFACTURER'S WARRANTY THAT APPLIES TO THE UNIT, THE UNIT IS SOLD "AS IS" AND THERE ARE NO OTHER WARRANTIES. SELLER HEREBY DISCLAIMS AND EXCLUDES ALL IMPLIED WARRANTIES OF ANY KIND WHATSOEVER, INCLUDING WITHOUT LIMITATION WARRANTIES OF MERCHANTABILITY, THAT THE UNIT IS FIT FOR A PARTICULAR USE OR PURPOSE, THAT THE UNIT IS FIT FOR A PARTICULAR APPLICATION OR ENVIRONMENT, AND ANY WARRANTIES THAT MIGHT OTHERWISE ARISE OUT OF A COURSE OF DEALING BETWEEN THE PARTIES OR USAGE OF LIMITATION OF LIABILITY: THE SOLE REMEDY FOR BREACH OF THE APPLICABLE EXPRESS WARRANTIES SHALL BE REPAIR OR REPLACEMENT OF THE EQUIPMENT BY SELLER, OR REFUNDING THE PURCHASE PRICE SET FORTH ON THE

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