

Service agreement between Laurier Computers (henceforth referred to as “the Store”) and the End User (henceforth referred to as “the EU”). Unless stated otherwise, applicable sales taxes are not included in prices listed below.

1. Prices

- \$60 per hour for computers with a one (1) hour minimum
- \$40 per hour for computers originally built by and containing original parts from the Store
- Emergency repairs are billed as double-time
- Parts not included in service prices. Specialty parts will be ordered only after the device has been received and signed in for service
- PRICING SUBJECT TO CHANGE WITHOUT NOTIFICATION however service will be billed at the price quoted when signed in

2. Labour

- Once labour has begun on a device, it must remain in the Store until work is completed. No device shall be released until amount invoiced and/or accrued has been paid in full. If the EU wishes to terminate service before repairs are done, they must assume the cost of labor accumulated up to that point, as well as that of any special-order parts whether or not they've been received and/or installed. A device may be withdrawn with no fees incurred only if work has not started and parts have not been ordered.
- Once labour is completed, the EU has seven (7) days to reclaim their device. Fees will apply if the unit is left at the Store for over seven (7) days. The Store reserves the right to liquidate all goods left unclaimed after thirty (30) days. Fees are waived if the EU gives advanced notice of inability to pick up.

3. Warranty Service

- If a device is under the manufacturer's warranty, has been cleared for repairs by the manufacturer and registered to the EU, the fees in section “1. Prices” above are waived. The EU must provide their full name, phone number where they can be reached during regular business hours, address and product serial number. A Proof Of Purchase (P.O.P.) must also be provided upon request. Further information may be requested at any time.
- Fees may be incurred if the fault is found to have been caused by misuse, abuse, overclocking, failure to comply with the manufacturer's instructions, being serviced by non-certified or unauthorized personnel, or other similar scenarios. Fees will also apply if a problem is found to be software-related and is fixed during diagnostics.
- Some devices may have to be sent away to the manufacturer's facility for repairs or exchange. Turnaround time is commonly from five (5) to seven (7) business if said facility is relatively nearby. Further delays may present themselves due to unforeseeable events including, but not limited to, natural disasters, strike, holidays, etc. Depending on the warranty, the EU may have the choice of either dropping off the defective unit at the Store, which will facilitate the warranty, or contacting the manufacturer directly

and arranging for pickup by courier.

- The Store will only honor warranties from manufacturers whose products it carries. For instance, the Store will not honor warranties from other retailers or third-party “extended” warranties.

4. Warranty Limitations

- Labor carries a fourteen (14) day limited warranty
- Software carries no warranty, expressed or implied. The publishers may offer different rights directly to the EU, not through the Store
- Components installed as part of service are covered under their respective manufacturers' warranties
- All warranties will be void and null if a device has been serviced in whole or in part elsewhere than at the Store

5. Software

- The EU will be solely responsible for backing up important data. The Store shall not be held responsible for the loss or corruption of information contained within devices brought in for service. While we do our absolute best to prevent any data loss, the very nature of data storage devices and media is unpredictable, particularly if they are malfunctioning.
- Backup service is available by request. See section 1 for pricing details.

6. Copyright Protection and Illegal Media

- The Store requires that all media brought in for installation be original and legitimately owned by the EU. Most software installations will require ownership verification that may render said software inoperable if registration information does not match the EU's information. Most operating systems (Microsoft Windows, Apple's Mac OS, etc.) and other mainstream software are governed by this system. As per Canadian and International Copyright laws, fraudulent use of software may result in severe fines and/or imprisonment.
- The Store reserves the right to confiscate and/or destroy any illegal media or documents received with devices as well as informing the proper authorities unless proper authentication is provided by the EU.

7. Disposal of Goods

- The EU may wish to have the Store dispose of a device. This shall be noted on the service release form. Once a device has been signed over, it becomes the property of the Store and shall be disposed of as it is seen fit.

The Store, the product manufacturers, as well as the parties involved in warranty fulfillment reserve the right to make changes to the different agreements without prior notification.