

Terms of Service

- **Service Availability & Appointments.** We want to be there when you need us. We are available 7 days a week. Standard in-home service appointment hours are each day, 8 AM to 5 PM your local time. Our phone free sales support center 1-248-937-0877 is available daily, 7AM-11PM Eastern Standard Time. Additional charges may apply for urgent or rapid responses, or for service outside of service zone. Next day appointments may be available in some areas for appointments made before 3:00 PM local time the day prior.
- **Appointment Changes or Cancellations.** You must prove at least 24 hours advance notice of any cancellation or rescheduling request for your appointment. If you fail to provide at least 24 hours advance notice, you will be charged a cancellation charge.
If you do change your scheduled appointment, additional restrictions for appointment availability may apply.
- **Service Coverage.** T.C.H. Tech will make all reasonable effort to provide in-home services to your area. We have in-home service available in Michigan. If your service location is outside the range of our network of authorized service providers, additional travel charges may apply. Call to ask if svc can be provided or visit www.thecomputerhealeronline.com determine if your location is within a T.C.H tech service area, or call 1-248-937-0877 for information and travel charges (if applicable). T.C.H reserves the right to change coverage and services offered at any time, and T.C.H expressly reserves the right to deny service for any or no reason without liability or penalty, except as expressly stated in these TOS.
- **Third Parties.** T.C.H reserves the right to deliver all services via independent and authorized third party service representatives and technicians.
- **Services are limited to one trip unless otherwise noted, and to a total on-site duration of 3 hours.** Additional charges may be incurred for multiple trips, extended distance (beyond standard metropolitan areas as determined by T.C.H) -including rural or limited access areas, or extended time. To determine if your address qualifies for regular or additional service charges, use call 1-248-937-0877.
- **Access.** T.C.H's technician must have 1) access to your residence or business and the computer(s) and/or peripheral(s) to be serviced, 2) your consent and cooperation to enter your residence or business, 3) a safe working environment and work space, and 4) electrical power. If the T.C.H technician determines that these conditions have not been met, service can be denied and a cancellation charge assessed.
- **Service Authorization.** For all In-home Support Services, a person at least 18 years of age must be present during the entire time period services are provided. If no adult is present at the appointment time arrival, services will be denied and a cancellation charge will be assessed.
- **Additional Services, Parts, and Charges.** In some cases, depending on the service you purchased and the recommended remedy, additional parts or software may be required in order to provide a solution. Technicians will provide an estimate of such additional

At the discretion of T.C.H, these Terms of Service may be updated at www.thecomputerhealeronline.com without prior notice to you; we will attempt notify you of updates that have a material impact on you. T.C.H reserves the right to make any updates by posting them on this site. You can review the most recent version of these terms at any time on this Site and it is your responsibility to routinely review these terms. Your continued use of any Service following any change in the TOS constitutes your acceptance of those changes.

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charges to you prior to performing work that requires an additional charge. You may opt to not continue service at that time, however service charges still apply for all service provided up to that point. Payments for additional charges are payable by credit card.

- In-home Support Services do not include furniture set up. T.C.H technicians will not be held responsible for moving any furniture, valuables, or any other customer-owned items. T.C.H technicians will not, under any circumstances, move, alter, or install electrical outlets. It is recommended to have necessary electrical work performed prior to any service; failure to do so may result in delays and additional charges. T.C.H will not be responsible for damages resulting from any customer-provided parts (for example, a TV wall bracket failure).
- **Force Majeure.** If T.C.H's and/or its third-party service provider's ability to provide services is impaired by circumstances beyond the control of T.C.H or its third-party service provider, including but not limited to road or traffic conditions, weather, natural disasters, strikes, or other causes, T.C.H or its third-party service provider may choose not to provide services.
- **Labor Guarantee.** All labor purchased from T.C.H will have a 7 day labor guarantee from the date of service provided by an authorized T.C.H ConnecTech service representative. This guarantee is provided to the original purchaser and applies only to service required based on the work performed at the original service event. Any modification of system software or computer hardware will void this guarantee.

The following terms apply for **Computer Related Services:**

- **Minimum System Requirements for In-home Computer Services:** (1) Computer(s) must be in working condition at time of installation service; (2) Operating system(s) must be Microsoft Windows® XP/XP Pro, Windows® Vista, Apple OS 9®, or higher (only English versions); (3) Operating system and/or ISP passwords must be available; (4) Operating system disks and key codes must be available; and (5) Software and peripheral hardware must be compatible with computer configuration.
- High-speed Internet access must be available for services requiring Internet access.
- Specialty installations, including but not limited to enterprise software or hardware, structured cabling/wiring, or custom configurations, are excluded.
- **It is your responsibility to back up all software and data on your computer's hard drive(s) and/or any other storage devices prior to every appointment. T.C.H and/or its third-party service provider shall not be responsible at any time for any loss, alteration, or corruption of any software, data, or files.** T.C.H can provide options for back up service at an additional charge.
- Only owner licensed software will be installed or re-installed by an T.C.H technician.
- **T.C.H will make reasonable efforts to help recover your data from any virus/worm or spyware/malware that may be evident on your computer; however, it is your responsibility to provide proper and updated protection from further contamination.**