

Luxmicro, LLC
COMPUTER REPAIR WAIVER

I authorize Luxmicro, LLC technician(s) to perform work on my computer. I understand that Luxmicro, LLC technicians have been trained to perform computer hardware and software work, but Luxmicro, LLC is not an authorized service dealer. Further, I agree to release, indemnify, and hold harmless Luxmicro, LLC from liability for any claims or damages of any kind or description that may arise from any computer work performed on my computer, unless it is caused by severe negligence of Luxmicro, LLC or its agent. I understand that Luxmicro, LLC is not responsible for any data loss, which may occur as a result of work done on my computer.

I certify that I am the expressed owner of the computer system described in this document. In the event that I am found not to be the true expressed owner of this computer system, I assume all liability for any claim made as the result of the technical support rendered by Luxmicro, LLC on this computer system, including those claims which assert negligence on the part of Luxmicro, LLC.

I understand that technical support rendered by Luxmicro, LLC may void manufacturer warranties for this computer system. Luxmicro, LLC does not assume any liability or warranty in the event that the manufacturer warranties are voided.

I understand that Luxmicro, LLC offers no verbal or written warranty, either expressed or implied, regarding the success of this technical support.

I expressly waive all claims against Luxmicro, LLC or any damages to this computer system or data that are incidental to the technical support rendered by Luxmicro, LLC. The liability of Luxmicro, LLC is strictly limited to those damages to this computer system or data that are due to negligence on the part of Luxmicro, LLC while technical support is being rendered.

Estimated Completion Time: Luxmicro, LLC will provide an estimated completion time for your repair/install. Unforeseen circumstances may have an impact on our ability to complete the repair(s) as provided in the estimate.

Hardware Replacement: If replacement parts are needed for a repair, we will obtain them at your request. You are responsible for the cost of any replacement parts needed. Any old parts/hardware will be returned to you when service is completed.

Impact of Upgrades: Please be advised that it is your responsibility to understand the impact of upgrades to the operating system, applications and utility software. Such upgrades can lead to incompatibilities and the possible loss of data. Computer hardware and software work together and incompatibility may not become apparent until a later date. You are responsible for contacting the manufacturer of your software regarding compatibility issues before you request any upgrades.

If the Operating System has to be replaced or reinstalled Luxmicro, LLC is responsible for installing the OS and all applicable updates. Any and all software beyond the Operating System is responsibility of the user, this includes, but is not limited to, such software as MS Office, Quicken, Quickbooks, TaxCut, and Anti-virus.

Liability: Luxmicro, LLC liability for damage to your computer is limited only to any damage which is determined to be caused by our negligent acts or negligent omissions. Our liability for repairs is limited to the total price of the repairs. Be aware that certain repairs, including but not limited to virus and spyware removal, may damage software and/or data installed on your computer. This is to be expected and may require the re-installation of your operating system, programs, and data.

Loss of Data: Luxmicro, LLC assumes that you have already done an adequate backup to retain all of your important data. Due to the process of repair, data may get damaged or at worst, deleted. Luxmicro, LLC is not responsible for the loss of any data which may occur while performing work on your computer. You are responsible for backing up your own data. You may request that Logic Ops, LLC back up your data for you at the stated price; however, we do not guarantee any backup.

Ownership: You must own the computer that you bring in for repair(s). Luxmicro, LLC will return the computer only to its owner when the repair(s) are complete unless otherwise stated by the owner. You must own and demonstrate ownership of any software

that is to be installed or re-installed on your computer by the Luxmicro, LLC by bringing in the original Software CDs and the appropriate keys and/or serial numbers.

Payment: Fees for services rendered are due on completion of service. Unpaid accounts are subject to collection and other legal remedies. We reserve the right to request a deposit.

Privacy: Our Technicians will not browse through your hard drive looking at your data; however, they may inadvertently see data during the course of their work. Please remove any personal or private files you do not want others to see. Anything found to be contraband, illegal or suspect of illegal activity will be immediately reported to law enforcement.

Right to Refuse: In its sole discretion, Luxmicro, LLC reserves the right to refuse work that it believes is beyond the scope of its ability or for other good cause.

Abandonment: If you do not pick up your equipment within ninety (90) days after we notify you that the requested service is complete, we will treat your equipment as abandoned. You agree to hold Luxmicro, LLC harmless for any damage or claim for the abandoned property. Any and all charges are still your responsibility.

Scope of Work: Luxmicro, LLC will only perform the work agreed upon when you bring your computer in for repair. You must authorize, in writing, any additional work which may be required.

Warranty: Luxmicro, LLC does not warrant its work. We will demonstrate that the repair is complete at the time you pick up your computer.

MY SIGNATURE BELOW CONFIRMS THAT I HAVE READ, UNDERSTAND, AND AGREE TO BE BOUND BY THESE TERMS AND CONDITIONS.

Name (Print): _____ Signature: _____

Date: _____ Technician _____

1. Computer system is defined as: Hardware (CPU enclosure, mouse, keyboard, printer, monitor and associated cables), software (operating system software, applications software and related software) and the additional physical devices specified in this document.
2. Data is defined as: Any information not part of the operating system software, applications system software or related software that is stored on the computer system described in this document or on any device that interacts with the computer system described in this document.

Computer System Requiring Service / Repair

Ticket #

Email:	Phone No.:	Mobile:
Equipment Manufacturer:	Model:	Serial No.:
Operating System & Version:	Physical Description (Color, chassis type, screen size and be sure to include physical defects in description):	

Username and Passwords (Please note that in order to repair your computer we will need to perform certain tasks that require full (administrator) access to your system):

Repair/Service Requested (Please describe in detail below either the services you would like for us to perform or the nature of the problem(s) that you are facing):

-----Technician Use-----

Services / Actions Performed: