

TERMS AND CONDITIONS

****DISCLAIMER****

- DrTech is committed to delivering computer services, repairs, and upgrades based on customer requests. Our approach is honest, reasonable, and considerate, aiming to provide the highest quality service and support. While we strive for excellence, specific results cannot be guaranteed.
- Computer services and repairs are provided with the understanding that certain circumstances may render a computer irreparable, requiring rebuilding or upgrading due to factors such as the age of the PC or the obsolescence of repair/replacement parts.
- The duration of service/repair cannot be accurately predicted. During the service, there is a potential risk of data loss. Customers are responsible for backing up their data. DrTech is not liable for any data loss during the service.
- Customers authorize DrTech to install antivirus and necessary software during the service, with the understanding that all software will be deleted/uninstalled upon service completion. DrTech, being a CompTIA Certified CE* Service Center, upholds the standards of the association.

****REPAIRS & SERVICE GUARANTEE****

- All services and repairs come with a 90-day guarantee from the completion/acceptance date on the Service Order Form (SOF). If a service or repair is incorrectly diagnosed, DrTech will perform the necessary labor free of charge. Customers are responsible for any required parts.

****REPAIR TIME AND DELIVERY****

- DrTech will make reasonable efforts to deliver repaired equipment within the estimated time, but does not guarantee specific completion periods. DrTech is not liable for any failures or delays beyond its control. The right to refuse repair or service is reserved, and refunds will be issued at the discretion of DrTech.

****REMOTE ACCESS****

- Through the Remote Online Technical Assistance (ROTA) service, DrTech may remotely access computers for quicker problem resolution. By accepting these terms, customers grant DrTech



the right to connect, download software, gather system data, and repair computers. DrTech holds no responsibility for any loss or harm related to the Remote Access service.

****ACCESSING DATA ON CUSTOMER DEVICES****

- Diagnostic testing may require accessing applications with customer data for thorough device testing. Customer data is treated confidentially, and DrTech does not transfer or copy data without explicit consent unless necessary for requested services.

****DATA BACKUP AND RECOVERY SERVICES****

- In case of a device restore, DrTech offers data backup services for a fee. If data is lost during the repair process, not due to specialist error, affected customers will be directed to reputable data recovery services.

****DATA LOSS****

- Customers agree to backup data before DrTech services any equipment. DrTech is not liable for any loss, disclosure, alteration, or corruption of data.

****REPLACEMENT PARTS****

- DrTech is an independent repair provider without access to Original Equipment Manufacturer (OEM) parts. The damaged parts replaced remain the property of the customer.

****OUR GUARANTEE DOES NOT PROTECT AGAINST****

- Various conditions such as mishandling, water damage, tampering, and pre-existing issues. The guarantee does not cover loss of data, virus reinfection, or damage caused by electrical issues.



****RESPONSIBILITY TO PICK-UP DEVICES****

- Unclaimed equipment after 30 working days will be considered abandoned, and DrTech may dispose of it in accordance with the law. Customers hold DrTech harmless for any damage or claims related to abandoned property.

****COMPENSATION****

- Full payment is due upon completion. Special order hardware/software must be paid in advance. DrTech accepts checks and credit cards, including Apple Pay, Samsung Pay, and Google Pay.

****TYPES OF PERSONAL INFORMATION WE COLLECT****

- We collect and store personal information for order processing and communication. This may include name, address, email, and phone number.

****HOW WE USE AND SHARE PERSONAL INFORMATION****

- We use personal information to process orders, identify customers, and notify customers about services. Information may be shared within the DrTech family and with third-party service providers.

****ACCESSING AND AMENDING PERSONAL INFORMATION****

- Customers can review and make changes to their information by contacting DrTech.

****SECURITY****

- We maintain measures to limit access to personal information. Physical, technical, and procedural safeguards are in place.



****RETURN POLICY****

- Since we don't deal with physical goods, our return policy is straightforward. We focus on service satisfaction, and in exceptional cases, refunds may be considered. Cancellations require 24-hour notice.

****POLICY CHANGES****

- DrTech may change its privacy policy, with the most current version available online. Visit www.your-DrTech.com/privacy for updates.