

TERMS AND CONDITIONS

- 1. Service Overview:** DrTech Computer Services provides expert computer-related services, encompassing diagnostics, repairs, upgrades, and network solutions. These services are delivered with the aim of optimizing computer performance.
- 2. Scheduling and Coordination:** Clients can schedule services through our website or by contacting DrTech directly. Coordination details, including date, time, and specific service requirements, will be discussed during the booking process.
- 3. Service Charges:** A 50% payment is required before the commencement of computer services, with the remaining 50% due upon completion. Additional services or editing requested post-initial agreement may result in extra charges.
- 4. Data Security:** DrTech implements industry-standard security measures to protect against unauthorized access, disclosure, alteration, or destruction of personal information encountered during service provision.
- 5. Service Delivery:** Upon completion of services, clients will receive detailed reports outlining the diagnosis, repairs conducted, or upgrades performed. Any additional recommendations for optimal computer performance will also be provided.
- 6. Client Cooperation:** Clients are expected to cooperate during service provision, providing necessary information and access as required. Specific preferences or requests should be communicated in advance.
- 7. Warranty and Guarantee:** All services and repairs are guaranteed for 90 days from the completion/acceptance date. If a service or repair is incorrectly diagnosed, DrTech will perform the repair/service labor free, with the customer responsible for any required parts.
- 8. Remote Access:** Clients may request assistance through Remote Online Technical Assistance (ROTA). By accepting these terms, clients grant DrTech the right to connect to their computer, download needed software, and gather system data for repair purposes.
- 9. Equipment Pick-Up:** If equipment is left with DrTech and not picked up within 30 working days after service completion, it may be considered abandoned. DrTech will not be liable for any damage or claims for abandoned property.
- 10. Payment Terms:** Full payment is due upon completion of services, upgrades, or repairs. Hardware and software ordered on special order must be paid in full in advance.



11. Data Backup: Clients are responsible for backing up all data before service. DrTech is not liable for any loss, disclosure, alteration, or corruption of data during service provision.

12. Return Policy: Since we don't deal with physical goods, our return policy is straightforward. At DrTech, we prioritize service satisfaction. In exceptional cases, refunds may be considered. Clients are required to provide a 24-hour notice for cancellations. This policy is designed to ensure a transparent and fair process for our valued clients.

13. Agreement Acceptance: Clients acknowledge and accept these terms and conditions by engaging in DrTech's computer services. DrTech reserves the right to update these terms as needed, with the latest version available on our website.

By engaging in our computer services, clients agree to abide by these terms and conditions. For any questions or clarifications, please contact DrTech directly.

Last Updated: Nov. 25, 2023

****POLICY CHANGES****

DrTech LLC may change its Ts&Cs policy, with the most current version available online. Visit [DrTech/Ts&Cs](#) for updates.