

AUDIOTRONCS COMPUTER - Bill of Consumer Rights

V10.31.2011

REPAIR TICKET NUMBER: _____



COMPUTER REPAIR - AUDIOTRONICS, Inc.

540-774-5757 www.audiotronics.com

- 1) We promise to respect the privacy of YOUR data. It's YOUR data, not ours and we WILL respect your privacy. For added safety, our technicians, as well as ALL of our employees have passed criminal background checks performed by the Virginia Department of Criminal Justice (the same folks that run our prison system).
- 2) We promise to repair your computer as quickly as humanly possible. We have two fully Apple Certified computer technicians on staff and aim for a repair period of three to four business days (that's Monday – Friday). As you can imagine, we stay very busy and sometimes we do get backlogged, especially during peak repair periods (back to school and college breaks). At the time of check-in we'll provide an estimated "look at" date.
- 3) We promise to keep you in the loop on your repair. That means both the progress of the repair as well as the estimate cost as your repair progresses. You are welcome to call or email us for a status update. Like everyone, our Apple technicians need a day off, so you'll find them here Monday – Friday, excluding holidays and vacations.
- 4) We promise to charge a fair and reasonable price for your computer repair. If you think otherwise, please speak up and let us know your thoughts.
- 5) We promise to do a good job and to make you happy. That's been our corporate philosophy for nearly FOUR DECADES. If we simply can't make you happy, we've agreed in advance to binding fee based BBB arbitration.
- 6) We promise to de-geek the computer repair process and patiently explain to you what failed, why we think that it failed and what it will take to repair. As part of that process, we'll also provide recommendations as to the appropriateness of repair as well as repair options and strategies.

THINGS THAT WE NEED FROM YOU/APPLE COMPUTER FACTOIDS



- 1) If we're dealing with a weird or intermittent failure, please provide us with as detailed a description as possible (along with steps taken to consistently replicate the problem). Please be patient with us. Intermittent issues can take much longer to duplicate and repair.
- 2) Data loss – It is **ALWAYS** essential for you to practice "safe backup." Please let us know whether you have a current backup of your data. If you do not, we'll take extra precautions to keep your data safe, but even with extra efforts, we cannot guarantee that you won't experience a partial or total data loss. **IF YOU WISH US TO GENERATE A TEMPORARY FULL BACKUP OF YOUR FUNCTIONING HARD DRIVE PRIOR TO REPAIR, WE CAN PROVIDE THAT SERVICE FOR AN ADDITIONAL LABOR FEE OF \$50.00. IF YOU NEED TO RETAIN A COPY OF THIS BACKUP, PLEASE SUPPLY US WITH A FUNCTIONING, APPROPRIATELY SIZED HARD DRIVE OR EXTERNAL USB/FIREWIRE DRIVE, OR WE CAN SUPPLY A HD AT PREVAILING MARKET RATES.**
- 3) Things to bring along – The original Apple box or protective sleeve, a copy of the OS and in the case of laptops, your MAGSAFE power supply (to test). It is not uncommon for us to need your system password in order to fully repair your computer. Please provide that password, or be sure to supply contact information so that if necessary, we can obtain password information.
- 4) Occasionally, repairs create additional problems/failures. In the process of replacing a part, it is not unusual to find that the stress of a new part and/or disassembly of your computer lead to additional failures. Sometimes these additional failures can be catastrophic. We promise that to the best of our ability, to work with you to obtain a reasonable and satisfactory solution in the event of additional part failure(s).
- 5) AppleCare and Apple Warranties do not cover accidental physical damage (example: water damage or a cracked screen), nor does Apple's warranty cover service labor to repair software problems or the operating system.

Signed by: _____

Date: _____