

## Terms and Conditions

**The Neal Boys™ PC Service** (hereafter TNBPCS) technician(s) have been trained to perform computer hardware, software, and network service and upgrades, have significant field experience and hold CompTIA® : A+® and Network+® certifications.

TNBPCS offers no warranty or guarantee, either expressed or implied on any of their services or work, excluding custom built computer systems which include a 3 month warranty on hardware failure, starting the day of delivery to the customer.

TNBPCS is not an authorized dealer or service center for any brand of hardware or software. TNBPCS may provide services or upgrades which may void any existing manufacturer warranty on the computer system or item in question. TNBPCS does not assume any liability or provide any form of warranty in the event that the manufacturer warranties are voided.

TNBPCS is not responsible for the liability of any data loss, under any circumstance, which may occur as a result of the services we provide. The customer is responsible for maintaining appropriate backups of their important data. Should the customer request, TNBPCS does offer data backup services and can help create, manage, and verify appropriate data backups.

TNBPCS is not responsible for any coincidental damages of any kind that may arise from any computer work performed on the customer's computer. It is not uncommon for routine service activity and hardware adjustment to cause pre-existing, underlying problems to become apparent, which are not caused by negligence on behalf of TNBPCS, even though that assumption may be common. The full extent of the liability assumed by TNBPCS is strictly limited to damages to the customer's computer system that are expressly due to negligence on the part of TNBPCS while our services are being rendered.

Payment for any services rendered by TNBPCS, including travel and the cost of parts, are due in full within 30 days of the invoice date. Overdue accounts are subject to a finance charge equal to eighteen percent (18%) annually or one and one half percent (1.5%) per month, to be compounded monthly.