



Dropoff Receipt

Paradigm IT Network LLC.
1672 Merriman Rd.
Akron, OH 44313
Phone: (800) 224-2145

LEGAL AGREEMENT – Customer agrees to the following terms:

Warranty Terms and Conditions

Paradigm IT Network LLC. offers the following warranty periods:

30 day warranty for labor

All work is covered by a labor only 30 day warranty. If the same problem re-occurs within 30 days of the original repair (stated on the invoice), *Paradigm IT Network LLC.* will only charge for any additional parts that may be required. Excludes faults caused by software, virus and end user errors

1 year return-to-base manufacturer’s warranty on new hardware

All hardware, software and/or equipment sold may be a third party product or service. Any repair work carried out may be protected by the original manufacturer warranty

3 month return-to-base warranty on second hand hardware

Equipment is only covered for faulty workmanship on parts, and for parts that fail due to manufacturing defects recognized by the component manufacturer. In the event that the Warranty parts are not available the client will be informed of the delay and the revised expected repair time. Warranty repairs are carried out under the terms of the manufacturer warranty conditions. Warranty parts are supplied by the equipment manufacturer.

If a warranty repair is found to be outside of the warranty terms, it will be deemed as a "Non Warranty Repair" and charges will be applicable.

Non Warranty Repairs

Whilst every effort is made to repair within a few days, it is subject to parts availability. All parts used on Non Warranty repairs are manufacturer supplied unless otherwise requested.

Authorization & Indemnification

I hereby authorize Paradigm IT Network LLC. to make required diagnostic, repairs, upgrades, or replacements specified in the required service section. I understand and agree to pay the diagnostic fee regardless of the outcome. If further work is authorized, I agree to pay the hourly rate, fees, and/or taxes specified in the Authorization Section and the invoice/estimate. All payments are due immediately upon the return of the customer equipment, in credit/debit or cash payments. I understand that Paradigm IT Network LLC. is not in any way responsible for any potential data lost on the computer or device. I further understand that if the computer or device is not working properly at the time of release, I will indemnify and hold harmless Paradigm IT Network LLC. from any liability as a result of damages in the event of any computer related failure due to hardware wear and tear, application conflicts, faulty applications, virus/malware infections, incompatible third party devices or drivers, or system/OS related bugs. In the event of Insurance Loss and/or Peril, the customer shall limit the amount of damages & liability to the total cost of repair even in the event of total loss on all equipment and data. During the servicing, Paradigm IT Network LLC. may need certain media to continue the repair process. If you do not have the media for the installations, Paradigm IT Network LLC. is not required to provide those applications that require physical media, serial numbers, or product keys free of charge and not having the media may slow or halt the servicing of the computer or device until the correct media or registration information is obtained. I further authorize that any equipment left behind for over a period of 30 days after invoicing will become the sole property of Paradigm IT Network and will be destroyed, recycled, or sold at the discretion of Paradigm IT Network. All Personal Data will be irrevocably destroyed to protect the privacy of the client. Paradigm IT Network will make every possible effort to reach you via the contact information provided, but if we are unable to contact you within this 30 day timeline regardless of the reason, the assumption will be made that any and all equipment left in our possession has been abandoned.

SIGNATURE:

DATE:



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Paradigm IT Network LLC.
1672 Merriman Rd.
Akron, OH 44131
Phone: (800) 224-2145

REQUIRED SERVICE

- | | |
|---|---|
| <input type="checkbox"/> Diagnostic | <input type="checkbox"/> Computer Repair (Rates vary depending on Home or Business and/or Contract Terms) |
| <input type="checkbox"/> Computer Build/Rebuild | <input type="checkbox"/> Pickup? Free up to 5m \$25 up to 15m \$50 up to 30m \$75 up to 45m \$100 up to 60m |
| <input type="checkbox"/> Computer Add-on/Upgrade | <input type="checkbox"/> Data Recovery Per Incident |
| <input type="checkbox"/> Computer Tuneup (\$79.99 Flat) | <input type="checkbox"/> Virus/ Trojan Removal (299.99 Flat Rate) |

AUTHORIZATION

Please call me after the diagnosis is complete (No Authorization above the \$69.99 1hr. diagnostic fee)

- I agree to Pay _____ per hour (The hourly onsite rate: | (\$65.00 for Home users | \$75 FOR Non – Profit | \$85 -\$125 for Business)
- I agree to Pay _____ per hour (The hourly bench rate: | (\$65.00 for Home users | \$75 FOR Non – Profit | \$85 -\$125 for Business)
- In Addition I authorize up to _____ (including tax and parts Paradigm IT Network will call if amount is reached.)

Card Type: _____

Card Holder's Name: _____

Card Number: _____

CVV Code: _____

Expiration Date (mm/yy): _____

Billing Zip Code: _____

I _____, Authorize Paradigm IT Network LLC. to charge my credit card/debit card listed above for the agreed upon purchases. I additionally understand that my information will be saved for future transactions on my account unless otherwise stated.

Customer Signature _____

Date: _____