

Terms and Conditions

Access Technologies is not responsible for preserving software or data on the customer equipment. The customer must back up all software, programs, and data to a safe location externally from the equipment prior to getting service work done. Access Technologies is not responsible for any monetary losses, other losses, or damages that the customer or any related parties may incur should any software, programs, files, documents, media, or any other data get lost as a result of services or other actions by Access Technologies.

The work order job description must detail all work to be performed. Access Technologies will perform the work items that are listed as interpreted by the technician. The technician may perform other non-listed items solely at his discretion if he feels that non-listed items need to be performed in order to complete the job. It is the customer's responsibility to fully list all items legibly and in sufficient detail so that all problem areas get attention during the job. Changes to the work order after the equipment has been received by Access Technologies must be done in person by customer with an Access Technologies representative present. Changes to the work order or job description through other conversations, phone calls, texts, or emails are not valid and will not be performed. P.O. Box numbers for customer addresses are not acceptable. Long distance phone numbers are not acceptable.

The customer may request a job estimate by listing a request on the work order job description. Access Technologies will generate an estimate and call the customer only if the estimate can be reasonably made without spending excessive time trouble shooting the problem. If Access Technologies determines that the estimate could not be reasonably made, the customer will not receive an estimate and agrees a) that the work should be performed and b) that the work is authorized and c) the Terms and Conditions are in agreement and d) the customer's authorization signature is valid and in effect. Typically this applies to intermittent software and/or hardware problems.

There is a non-refundable check-in deposit of \$45.00+ tax to be paid by customer when submitting the equipment for service. The check-in deposit will be credited to invoice balance upon pick up. The check-in deposit does not apply to a data backup of customer's computer if it has been determined unrepairable; it will be charged as a separate job. All check-in fees, pre-payments, and deposits including payments on new systems are non-refundable. Cash is the preferred payment. Personal checks may be accepted for the initial deposit (\$48.71) only if accompanied by a valid Texas drivers license. We also accept Visa, Mastercard, Discover, and debit cards with proper ID. All debit cards will be processed as a credit card. Labor rates are as follows: In-Shop- \$77.00 per hour. Commercial or On-Site- \$120.00 per hour.

The customer must provide their personal copies of all software to be reloaded during the job. Any software such as MS Windows, MS Office, hardware drivers or applications should be submitted at time of check-in. Customer will be contacted for any needed software not supplied at Access Technologies' discretion.

Jobs typically require 3-5 business days to complete. The customer will be contacted immediately when the job is completed.

Any problems with services performed must be reported within 24 hours of picking up equipment and before any alterations to the equipment has been made. This includes loading of any software, setting changes etc. by the customer. Failure to follow this procedure may void any warranty and will be determined solely at Access Technologies discretion. During non-business hours leave a detailed message on voice mail and we will address the issue the next business day.

Customer agrees that all equipment or items not picked up 3 business days after job completion/ invoice date (or if the deposit has not been paid) has been abandoned by customer and will become sole property of Access Technologies for the purpose of recouping Access Technologies' lost profit and expenses for performing the job. Access Technologies is not responsible for loss or damages of any items or equipment left on premises after 3 business days of job completion. Job completion is determined when the final invoice has been generated.

Access Technologies does not offer technical support on new hardware or software installed on equipment during job. It is the customer's responsibility to know how to use the new hardware or software prior to getting it serviced.

Operation of any external components including printers and monitors are not guaranteed to function properly unless checked in with the equipment at the beginning of job.

Due to market fluctuation, all prices and quotes are subject to change without prior notice.

Laptop repairs are performed on software problems and certain hardware problems. Hardware repairs may be limited to hard drive, memory, battery, or DVD drive replacement only.

Customer agrees that if any software installation is required, Access Technologies may act on customer's behalf and accept the terms of the end user software license agreement (EULA).

Warranty: One year on hardware only. Labor charges for replacement and repairs are not covered under warranty. Software repairs are not covered under warranty. Damage caused by customer modifications to new computers will void any warranty and will be determined at Access Technologies' discretion. Wireless devices and wireless operation is not guaranteed or covered under warranty. Non-payment of invoice balances void all warranties.

Return Policy: New computer systems and any bundled accessories are not returnable, all sales are final. Products must be returned complete in their original packaging with all packing materials present. Products are refunded as in store credit, exchange, or repair only and will be at Access Technologies' discretion upon examination of returned products.