

# SERVICE POLICY

The Client should have a clear understanding of the computer services we will provide via a Statement of Work. Any questions should be dealt with promptly. We will provide services related only to matters as to which we have been specifically engaged.

We will at all times act on the behalf of the Client to the best of our ability. Any expressions on our part concerning recommendations or courses of actions are expressions of our best professional judgment, but are not guarantees. Such recommendations are necessarily limited by our knowledge of the facts and are based on the information the Client provides at the time they are expressed. We cannot guarantee the success of any given matter, but we will strive to represent the Client's interests professionally and efficiently.

We will keep records of the time we devote to your work, including conferences (both in person and over the telephone), travel on your behalf, and other related matters. If you disagree with the amount of our fee, please take up the question with your principal technician contact or with the firm's owners. Typically, such disagreements are resolved to the satisfaction of both sides with little inconvenience or formality. If we are unable to resolve any disagreements in an informal manner, we will abide by DIR's dispute resolution process.

# WARRANTY POLICY

<b><u>Hardware Service</u></b>	Parts and carry-in labor for 90 days.
<b><u>Software Service</u></b>	Best effort. Software service does not carry a warranty.
<b><u>Custom Systems</u></b>	Parts and carry-in labor for one year.
<b><u>OEM Products</u></b>	Manufacturer warranty applies.
<b><u>Used Systems and Parts</u></b>	No warranty.

# REFUND POLICY

<b><u>Used Systems and Parts</u></b>	5 day return policy. 15% restocking fee.
<b><u>OEM Products</u></b>	Supplier return policy applies. 15% restocking fee.
<b><u>Custom Systems</u></b>	No returns.