

General TCC Terms

That Computer Chick, LLC. is forward referred to as “TCC,” and terms, such as, but not limited to, “we,” “us,” and/or “our,” refers specifically to That Computer Chick, LLC. The designations “customer” or “customers,” and any language, such as, but not limited to, “you,” “their,” or “them,” refers to the party (i.e. individual, organization, or business) leaving their device(s) in TCC’s care, requesting service, seeking advice, receiving consultations or appointments, or anything else that could reasonably be construed as doing business with That Computer Chick, LLC.

SCOPE:

TCC will make every attempt to perform the requested services. The customer understands that due to the nature and complexity of electronic devices and IT, as a whole, equipment may fail, backups may not be able to be performed, data may be lost, etc., and TCC and its owner/entities/subsidiaries are not responsible for losses and/or damages should something be lost or destroyed. Customers will still be billed and required to pay for any services rendered by TCC.

TURNAROUND:

Turnaround times are estimates. We cannot give exact turnaround times due to problems that may arise, including, but not limited to, weather, complex customer issues, and/or failure for customers to communicate, provide information, or return calls. Our unofficial turnaround time, under normal conditions, is 3-5 business days for most common issues. However, this is an estimate that is subject to complications and does not outline an agreement as to when a project will be done. Additionally, we make every attempt to return devices back in a timely manner and always call (or email) when there is an update to be given. Customers that repeatedly call or stop by to rush us may have our established urgent fee(s) attached to each line item of their final bill, as this takes time away from other customers that were in before them and translates to an urgent service request. We are a first-come-first-serve establishment. Extended calls or interactions conducted in this manner may also result in a time-based appointment/consultation rate being added to the final invoice.

Typically, TCC wait times are less than a week for most, but not all, diagnostics, not including repairs and wait times on parts, but some circumstances may cause further delays and is not the responsibility of TCC. Although TCC will make every effort to conduct services in an expedient manner, refunds will not be granted due to a customer changing their mind or refusing to wait their turn in line or for repairs to be completed. Similarly, customers expecting an impossible or unrealistic turnaround time are not entitled to a refund of any kind.

URGENT SERVICES:

Urgent services may be approved at the discretion of TCC, and these carry costs to be approved and paid, typically upfront, by the customer. An urgent service pushes a customer to the front of the waiting line and grants priority attention to their equipment. However, this does not entitle their equipment to immediately be put on the bench or take the spot of another customer’s in-progress service. Similarly, TCC cannot be held responsible for delays caused by malfunctioning customer equipment, complex, time-consuming services, customer failure to communicate, and/or other exigent circumstances. Likewise, all services, including urgent services, must be

conducted during posted TCC business hours. Purchasing an urgent service does not entitle customers to demand TCC staff to work outside of normal hours.

COMMUNICATION:

TCC knows it is difficult to be without your computer, but we need time to complete our work. We will call you when services are completed, an important update is necessary, approval is needed, or equipment is ready for pickup. Please do not call to ask if we are done before the estimated verbal, or otherwise stated, turnaround time given. Interruptions cause delays throughout the shop and detract from our ability to solve your, and other customer, issues. TCC will do everything within our power to call and leave messages to update and get approval from customers, but it is ultimately up to customers to get in touch with TCC to finish the necessary steps to complete customer projects and services. Depending on the service, TCC does not typically proceed with flat-rate repairs without customer consent and approval, unless necessary to prevent further damage/issues or to meet a customer timeline. In the case of time-based projects, these are charged by established time-based rates and may not go through the same approval process as a flat-rate service. However, this does not relinquish a customer from their responsibility to pay the due balance. Any price cutoff points must be provided by the customer, as it is their responsibility, and be documented by TCC staff. In this instance, we will stop at the given price point, regardless of project completion, but the customer will still be liable to pay for all rendered services up to that point. Furthermore, TCC does not provide free support before, during, or after the fact, even over the phone, and TCC will not provide instruction on how to do the services we charge to carry out for our customers, as this detracts from and is unfair to paying customers and hurts the longevity of TCC.

DIAGNOSTIC COVERAGE:

Diagnostics cover a predetermined and customarily-established list of guidelines by TCC technicians. Although we can sometimes discover and fix minor issues within the scope of our traditional diagnostic service, this is up to the discretion of TCC's management. A diagnostic is not meant to be a repair service. Additional costs may be incurred for further research and repair. Refusal of costs does not entitle customer to a refund of the initial diagnostic, deposit, or any other miscellaneous fees. Our diagnostic only covers a limited, predetermined, one-time assessment. Services and parts rendered are non-refundable and do not entitle you to receive support afterward. In the case of some issues, extended or complex diagnostics will require a shift to an hourly rate covered under our established special project and build rates. Generally, TCC will give a notice to customers of the transition, but this is a courtesy and not a responsibility of TCC. A failure to issue this courtesy notice, will not relinquish a customer from their responsibility to pay for this time or any services rendered. Customers are responsible for any fees incurred and are not entitled to a refund or any kind.

SERVICES, DIAGNOSTICS, DEPOSITS, FEES, ESTIMATES, & RATES:

Depending on the service, TCC always charges some manner of check-in fees, which are non-refundable and required at drop-off, before any service is issued by TCC. In most cases, these fees go toward other repair services provided during TCC's work for the initial device they are paid toward. Additionally, when customers are given prices for repair options and approval, these costs are after these initial fees have already been deducted, meaning these fees do not have the initial fees deducted again, and customers should not expect to see any previously paid fees

subtracted from their final bill, as any fees and other payments have already been deducted from the final invoice. Similarly, any fees paid only get applied one time. For example, a diagnostic fee paid at drop off will only be deducted from one line item, such as an operating system installation, if applicable under our limitations.

Refusal of suggested or outlined services, failing to upgrade and pay for an urgent service, failure or refusal to wait in line for services, and/or failing to communicate or return calls and other correspondence with TCC does not entitle customers to a refund of any kind. Buyer's remorse and changing one's mind also does not entitle a refund. Although it is typically our policy to check a device in under a service that requires immediate payment, many items, projects, and services do not fall under a standard check-in service and may not be charged at check-in. However, not being charged at check-in does not equate to a free service or relinquish a customer for their responsibility for any services rendered by TCC. All services/interactions will either be based on established flat rates or a standard, established time-based rate (or a combination of the two). Customers are to assume they will be charged according to our established rates, at every step of the process/project.

If a customer wishes to establish a price cap on their time-based service, they must clearly communicate this to TCC staff and have it as part of their check-in notes. If this is not noted on check-in paperwork, any claims to have established a cap shall be considered invalid. TCC shall not be responsible for a customer failing to inform us of any cap in price, and if a cap is in place, the customer agrees that they understand TCC will stop exactly at the capped time/cost, regardless of whether or not the problem is resolved. Customers will be responsible for all costs up to that point, regardless of outcome or project success.

In the event your device is not checked in under a standard service, it assumed to be checked in under our established special project or build rate. If you change your mind and pick back up or call to cancel after approving a service, you are responsible for any services or hourly rates, including for research, already rendered. Any consultation at any time, including at drop off, even if you change your mind after our advice and do not drop off, may be considered an in-store appointment and have our hourly rate attached to it, as this represents an in-store appointment. This is at the sole discretion of TCC. By using us and/or speaking to our associates, you agree to these terms.

Our policy is to check part quotes in under a diagnostic, with its attached fee(s), and we do not give out free estimates or take a customer's word on the issue, even if it seems obvious. TCC's policy is to conduct a diagnostic prior to quoting and ordering parts, as this better allows correct parts to be ordered and the proper resolution of a customer issue. Diagnostic fees taken at check in are subject to our typical terms and agreements and are non-refundable. We do not give free estimates, and we require the device to be checked in with us. This is a lengthy process that requires time, resources, and years of knowledge we invested to ascertain. Calling or visiting our store location(s) to get a free, immediate quote or repair while you wait is not within our policy, and any appointments must be scheduled ahead of time. Any exceptions must be approved by TCC management and is in the sole discretion of TCC. Similarly, we do not give out free advice or resolutions to problems in lieu of payment. Any interactions between TCC and you should be under the assumption that you are being charged under one of our established, time-based rates.

Furthermore, all services quoted are just for the service rendered, and extended consultations, support, and/or advice added after (or sometimes during in the case of instances such as, but not

limited to, extended time dedicated to password recoveries) may incur a fee based on our prorated hourly appointment rate. For example, if you decide to stop by and ask an hour worth of questions, you may be billed for this time, as it is unfair to other customers that would otherwise pay for that time, and similarly, it pulls us away from the projects of other customers, as well.

If communication of any kind occurs between a customer, potential or otherwise, this, at the minimum, establishes a contract for our services and a time-based rate may be attached, at the sole discretion of TCC management. If extended communication occurs relating to a project, or a device is checked in and TCC devotes resources, such as, but not limited to, time, research, parts, etc., to the project, and you pick it back up or decide not to move forward, for any reason, you are still responsible for any costs and services rendered and will not be entitled to a refund of any kind.

If an estimate is given, including that of a part, it is only an estimate and may differ significantly from the final cost. Although we do try to keep estimates as close as possible to final costs, differences between an estimate and a final cost do not entitle a customer to a refund or relinquish them from their responsibility to pay for costs and services rendered by TCC. Additionally, TCC reserves the right to seek relief, legal or otherwise, and/or compensation for a customer failing to pay at any step.

Special projects, such as soldering or work to devices TCC does not generally interact with, such as (but not limited to) phones, game systems, antiquated electronics, and entertainment/sound systems, will be billed under a special project rate, which is based on an established hourly rate. TCC will not be responsible for any damages or the effectiveness of repairs. TCC shall not provide warranties, replacements, or any other relief for a failed project. Soldering, for example, is inherently risky and not officially offered by TCC, and any projects involving processes, such as soldering, must be approved by management. As such, ineffective results, such as, but not limited to, ineffective repairs and damages are not covered by TCC, and TCC will not be held liable for any damages or issues, including, but not limited to, motherboard replacements. Customers are responsible for all costs associated with these projects, regardless of the outcome or their understanding of the risks.

APPOINTMENTS:

All appointments must be scheduled with a TCC representative. Onsite, in-store, and remote appointment times are estimates and may significantly differ from arrival time. Factors outside TCC control that delay our estimated appointment time, such as traffic, long distances, and a previous appointments running over does not entitle customers to a same-day cancellation. It is up to the discretion of TCC management to grant a cancellation within these parameters. All appointments, in-store, remote, and onsite, are subject to a cancellation fee, which is typically the required minimum appointment fee, if canceled within 24 hours of the service during the days in which TCC has set operating hours for its store(s). All cancellations must be confirmed with TCC staff within posted business hours, either through emailing support@thatcomputerchick.com or calling 770-218-1228 and receiving a confirmation from TCC staff. A failure to get in touch with TCC, for any reason, will not entitle a cancellation or relinquish a customer from any fees or costs associated with services rendered. Requesting a cancellation via email or voicemail outside of normal business hours does not relinquish a customer from cancellation fees, and in the case an appointment is made on Friday for a Monday appointment, any cancellation must be requested during TCC's established operating hours on

that same Friday. The granting of a cancellation is at the sole discretion of TCC management. Trips outside of TCC's normal operating distance (anything over 15 miles from TCC's store location) may incur a distance fee, and appointments outside of posted hours may incur a fee or fall under TCC's established rates for after hours appointments and require the approval of TCC management. TCC reserves the right to refuse appointments for any reason. This is at the sole discretion of TCC management.

An estimate on time and the costs thereof is not a contract between TCC and a customer. Exceeding the quoted cost does not entitle a customer to a different price and does not relinquish them from their responsibility to pay. Should a customer elect to end the appointment prior to a resolution of their problem, TCC will not be responsible for any issues or damages. Customers will still be required to pay for services rendered by TCC. In the event an appointment does not resolve an issue, TCC will not be required to solve any future issues, whether that be as an in-store, remote, or onsite appointment, or be responsible for any damages or unresolved issues. All costs related to appointments are non-refundable.

Additionally, a non-resolvable issue does not relinquish a customer from their responsibility to pay for all services rendered by TCC. TCC will not come back out or set up an appointment of any kind for free, and no refunds will be provided for any services or costs associated with an appointment. There is no warranty or refund for appointment-based services, unless blatantly caused by TCC negligence, which shall be judged at the sole discretion of TCC management. Any subsequent appointment(s) will be treated as a new appointment, not related to the previous appointment(s). Additionally, if an appointment exceeds the time TCC has set aside for it, TCC reserves the right to end the appointment and schedule a time for a future appointment needed to further work on the issue. TCC is not responsible for scheduling conflicts, damages, or any inconvenience thereof. TCC may elect to end and reschedule an appointment at any time, and TCC is not responsible for any damages or inconvenience resulting from these circumstances and will not provide any sort of refund or discount. Customers will still be required to pay for costs and services rendered.

PARTS & REPAIRS:

TCC's policy is to make every effort to check over customer devices prior to ordering parts or suggesting repair options. Every effort is made to ensure a part replacement or repair plan will be effective in resolving a customer issue. However, this does not mean complications will not arise and/or additional damage will not be found. In the event that a part/service does not resolve the issue, you are not entitled to a refund or relinquished from your responsibility to pay for any costs or services rendered. Part sales and installation fees are final, as these are not returnable.

As there is no absolute method to predict every conceivable outcome or foresee every issue a device may have, TCC's repair plans may not resolve your issue. TCC will not be held liable for any issues or damages, and TCC is not responsible to provide refunds, repairs, or additional work outside of our terms and agreements. Suggestions, advice, repair plans, and part replacements relayed by TCC are based on our experience with the device, research, and extensive experience, and any communication and/or advice from TCC should be considered as an evidence-based hypothesis. TCC will make every effort to ensure that risks and possible/theoretical repair plans are clearly relayed, but ultimately, TCC is not liable for any incorrect assessments, customer misunderstandings, or damages stemming from these assessments and/or the repair options carried out. In the event a repair plan or part replacement does not solve your issue, TCC will

estimate further costs, but you are not entitled to a refund or relinquished from the costs and services already rendered.

Obstacles, complications, and additional, needed parts and/or services may delay the completion of a project and add additional costs to a customer's final invoice. All services and sales are final, and TCC shall not be required to provide support after the fact. If a problem resurfaces, especially after it was observed to be resolved while in our care, TCC is not responsible for any damages and customers are not entitled to a refund or any free work. It is under TCC's sole discretion if the time spent looking at it will be charged or if we will take a second look as a courtesy, but the assumption should be that you will be charged for all services rendered.

TCC aims to use the best quality parts available, but new parts and/or original parts are not always available. TCC reserves the right to exercise its judgment in locating parts for customer projects. As such, TCC is not responsible to provide new or original parts and all repairs should be under the assumption that TCC will locate the best parts available with the most expedient delivery options possible. Additionally, it is to be understood that some compatible parts may be slightly different than the parts being replaced and/or may have some signs of wear and tear. TCC is not responsible for any parts or equipment provided by customers or any parts ordered from 3rd parties, even if ordered by TCC. If a part fails, TCC provides no warranty. The vendor or manufacturer warranties must be pursued by the customer, and TCC shall not be responsible to intervene or help resolve the issue or any disputes therein. In the instance that a needed part is not available, TCC shall not be held liable in any way, and customers are not entitled to a refund or relief for any inconveniences or damages. In this case, TCC will make every effort to provide other repair options to help alleviate the issue.

DATA, BACKUPS, & PICKED UP EQUIPMENT:

The customer is ultimately responsible for the backup and health of their data. We will make every attempt to retain customer data, but we are not responsible for any data loss. Backed up data is kept for 7 calendar days from the pickup date by the customer. Please check to make sure you, the customer, have all your data and other devices within that period. It is the customer's responsibility to ensure they have picked up all devices under TCC's care, and claims of equipment dropped off must match check in notes made by TCC staff. It is the customer's responsibility to ensure we have noted all of their devices on our paperwork. If a customer claims they left a device not noted on their check-in form, they must provide evidence it was left in TCC's care. All claims are ultimately up to the discretion of TCC management. Programs cannot be installed or transferred without original disks and/or installers. It is the customer's responsibility to provide these items.

We cannot save passwords. All email accounts, software, and other apps and programs require credentials, logins, installers, and/or disks. Some data, such as logins and programs, cannot be transferred or recovered in the data recovery or transfer process. Appropriate credentials and other necessary items must be provided by the customer. Within reason, we can sometimes change a few passwords with customer-provided information, but TCC also reserves the right to charge for time spent conducting services, such as this, under an established time-based service rate. However, TCC reserves the right to refuse extensive services in this, and similar, regards. Knowing this information is the customer's responsibility.

PASSWORDS:

We do not set user or bios passwords without the client being present. TCC will not be held responsible in any way for passwords a customer requested us to set, and no relief will be provided. Passwords often cannot be saved when backing up, and TCC is not responsible for any issues related to customer passwords. In the event a customer needs TCC to provide a service relating to password recovery, attaching time-based charges to a customer's invoice will be at the sole discretion of TCC, regardless of approved pricing quotes. This does not guarantee passwords are recoverable and an inability to reset or recover passwords does not relinquish a customer from their responsibility to pay or entitle a customer to a refund. TCC will not be liable for any damages therein.

LEGAL:

All software must be legal. TCC shall not be held responsible for any program, data, or any other reasonable losses caused by a customer's inability to produce the necessary, and legal software, to operate it. We do not knowingly return harmful or illegal/illegally-obtained items, music, or other explicit content. Additionally, we reserve the right to refuse the installation/transfer of any program/data for any reason, particularly those of a malicious nature. If a customer requested program is installed and causes issues, TCC is not responsible and shall not be held liable for any damages. TCC is not responsible for the performance or actions of any 3rd party software or hardware. In the case of certain content, such as child pornography, discovered in the routine course of diagnostics or repairs, TCC will comply with all local, state, and federal laws. We do not, however, sell or knowingly compromise customer data.

All services are performed in good faith and under the assumption that the customer has the appropriate legal and ethical right to approve or carry out all services requested of TCC. TCC is not liable for performing services on devices not legitimately owned by or in possession of by customers. In the instance of a company-owned or deceased relative's device, TCC will work on the devices under the assumption that the customer has the appropriate authority to approve said services. If there are clear signs of illegal behavior, stolen devices, or other concerns in this regard, TCC reserves the right to refuse service and/or report the illegal act/behavior to the appropriate authorities. However, TCC works under the assumption that equipment and payment methods provided are legitimate and will not be responsible for any damages stemming from illegal or unethical behavior of the customer. No refunds will be provided.

ABANDONMENT:

Customers must pick up equipment within 30 calendar days of our completion of services or the date the customer is called for approval or response, or all devices will be considered abandoned and become the property of TCC. Equipment includes, but is not limited to, hardware, software, and data. We will make every effort to get in touch with you, but failing to communicate or return calls is ultimately the customer's responsibility. Any notices or calls from TCC are courtesies, not responsibilities of TCC. A failure to remind a customer or issue a courtesy call of the impending recycling of their device by TCC does not entitle the customer to any sort of relief, replacement, or payment for the abandoned devices or data. TCC is not responsible in any way, including costs, for abandoned devices or data. Customers that abandon devices are still responsible to pay for all costs and services rendered by TCC, even if the device has been recycled. TCC reserves the right to use any legal means necessary to recover payments of services, and all other costs, rendered.

PROMOTIONAL MATERIAL:

By leaving your devices with us, you agree to allow us to photograph your devices and post the photos on our website and social media. These photos may be of builds, upgrades, interesting finds, or any other peculiarities. This will solely be used in a professional sense to promote TCC and show others examples of our work or for informational purposes. We do not keep or post any personally-identifying information of customers in any of our promotional materials.

GUARANTEE AND WARRANTY:

If we missed something, please let us know, and we will make every effort, within reason and within the confines of our terms, to make it right. However, due to the nature of IT and computer repair, problems may resurface or repair solutions may not always fully resolve an issue. Further damage to equipment, especially those that already shows sign of failure, damage, or degradation, such as, but not limited to, screens and hinges, are not covered by our warranty, regardless of whether or not the customer is aware of these issues, and discovery of damage on customer equipment does not place liability on TCC to repair the issue(s) or provide repair or financial relief for these damages. TCC is not responsible for these and future issues associated with customer equipment. However, in the case of gross negligence on TCC's part, as determined by the discretion of TCC, we will make every attempt to correct the issue within reason and within the scope of our terms and agreements and our warranty. TCC keeps extensive notes during the diagnostic process and on the interactions and phone calls with customers. TCC will do our best to explain risks and possible fixes, but customers are ultimately responsible for the risks, decisions, and costs associated with repair options outlined by TCC. TCC shall not be responsible for any risks and damages incurred in the repair process.

Our warranty is typically 30 days, for most items, services, and refurbished devices sold by TCC, but this warranty is solely at the discretion of TCC. TCC's warranty covers gross negligence on the part of TCC's possession of customer equipment and typically covers minor repairs and back-in services, as established below. However, TCC does not offer refunds for any services or parts rendered, and all sales are final. Buyer's remorse, new issues, or a resurgence of an issue, does not entitle a customer to a refund. Any repair or warranty coverage is ultimately at the sole discretion of TCC management, and TCC reserves the right to end a warranty service at any time. TCC will not be responsible for any costs and/or replacements of failed or broken customer equipment. Issues caused by warranty-voiding activities and customer-accepted risks also void our warranty.

Pornography, illegal music and other content, roughness and abuse, spills, "click bait" websites, and other risky websites and programs are some of the items that void TCC's warranty. However, this is not an exhaustive list. Signs of this and similar behavior leaves honoring a warranty at the discretion of TCC's management.

Refurbished devices do not come with a warranty, as they are a used electronic. TCC may provide assistance on a refurbished device purchased from us. However, this is at the sole discretion and limitations of TCC. Additionally, TCC is not responsible for any new computers ordered for, and/or sold to, customers, including any costs, repairs, or inconveniences resulting from any issue or failure of the device. All repairs are the responsibility of the manufacturer/vendor. At our discretion, TCC may assist in orchestrating a manufacturer warranty repair, but this should, in no way, be construed as a responsibility of TCC.

BACK-IN SERVICES:

Back-in services relate to a device a customer brings back in within our warranty period as a means of correcting an eligible issue under TCC's warranty. This device must be the exact same as the one dropped off prior, have a valid receipt present, and match our records. A mismatch will render the warranty coverage ineligible, no warranty coverage of any kind will be applied, and TCC will not assess the issue for free. Additionally, a new or a resurfacing of a preexisting problem is not eligible for a free diagnostic of the issue, unless explicitly caused by negligence on the part of TCC, which will be under the sole discretion of TCC management. Unless directly and negligently caused by TCC, back-in services are not covered under your warranty, and you may be charged for any services rendered by TCC and are not entitled to a refund or any free help/advice. This applies even if you are unaware of the damage or ongoing issues, or TCC did not or cannot discover the root of the problem during its care of the device(s). All back-in services, and the eligibility thereof, will be at the sole discretion of TCC management. An abuse of this system will result in a requirement of payment for any services rendered by TCC during the back-in service.

RELIEF:

TCC reserves the right to hold customer device(s), seek relief, legal or otherwise, (at the expense of the customer), send debts to collections, and/or anything else legally permissible to recover costs related to a customer's failure to pay or to seek relief or compensation related to a violation of TCC's terms and agreements and/or other related policy. Devices held in this manner are subject to our abandonment policy, and any fees incurred by TCC in seeking out relief will be the responsibility of the at-fault customer. By doing business with us, you waive the right to seek relief or sue TCC, especially for your violation of our policies or any law-abiding action undertaken by TCC to recover losses. Additionally, we may seek damages for libel and/or slander aimed at TCC, as a result of TCC seeking relief for damages.

AGREEMENT:

Doing business with TCC binds the customer to the rules, limitations, policy, and terms established and practiced by TCC. TCC is not responsible for circumstances outside of our control, such as malfunctioning equipment, data loss, broken or failing components/devices, or necessary items not provided by the customer. TCC will not provide any compensation or replacements for any items therein. You, the customer, are ultimately responsible for the risks and all costs involved during the repair/recovery process or any other venture undertaken by TCC. Unless approved by management (in writing) do not assume anything will be at no cost. TCC reserves the right to refuse service to anyone and seek legal action in instances, such as, but not limited to, a customer failing to pay for services rendered or belligerent or bullying behavior. Some items cannot be repaired or recovered, and some devices may break during TCC's possession of the item due to age, extensive wear, manufacturer design flaws, or customer abuse of the device. TCC is not responsible for these items. The repair process is at the customer's risk. However, TCC will make every attempt to properly care for and repair customer devices. Our established, written terms and services, established on this document, supersede any alleged verbal agreements by TCC and its associates. All services rendered will be in good faith.

Many services, projects, and repairs require additional parts and services, as well as associated costs. The check-in, diagnostic, or deposit fees rarely, if ever, cover a repair. In these instances, customers are called for approval, and are required to commit, and sometimes pay upfront, for parts and services, as well as their other associated costs. If services are refused, this does not entitle the customer to a refund. Associated, necessary risks are outlined to the customer during the approval process, and customers are responsible for the risks, decisions, and costs of repairs and services, regardless of the outcome. Additionally, TCC cannot provide free work or provide certain instructions that would compromise the health and longevity of TCC, in our store(s), during appointments, over the phone, or during our possession of customer equipment so please do not ask.

By leaving your computer with TCC you agree to all of our terms, both explicit and implied, or otherwise reasonable to consider. This also includes an agreement to any notices posted on our website or in our store, and you also agree to honor the rules and regulations laid out for, and required of, our employees via our handbook and guidebook. If a customer approves a service, leaves a device in our care, or communicates with us for an extended period of time, at TCC's discretion, this establishes a contract providing TCC with consent to conduct the agreed upon services and makes customers liable for the costs and fees outlined in the agreement. Failure to pay for services rendered by TCC entitles TCC to seek legal remedies and may result in legal and civil repercussions. Failure to understand these terms does not entitle customers to a refund or relief from any damages, and does not void this agreement. TCC reserves the right to refuse or end service to anyone at any time and will not be held liable for any damages of any kind. Our terms and agreements are subject to change at any time, without notice, and they will be valid, even if previous incarnations of our terms and agreements state otherwise or conflict with current terms and agreements. If any part of this agreement shall be found to be illegal or in conflict with another section, all other legal components of this agreement shall be considered to be in full force and effect.