

MacAuthority ™

Authorized Service

MacAuthority, Nashville
2018 Lindell Ave.
Nashville, TN 37203
615.383.1010 ext 525 FAX 383.1058

MacAuthority, Cool Springs
1800 Galleria Blvd.
Franklin, TN 37067
615.435.3209 FAX 435.3236

MacAuthority, Louisville
128 Breckenridge LN
Louisville, KY 40207
502.259.5490 FAX 259.5495

Please read and confirm you understand these policies, as they will affect your final invoice and/or the well-being of your data. All service issues will be governed by these terms.

REPAIR TIME

Repair time of **three to five working days** is standard, depending on parts availability. To insure immediate attention from a Service Technician, a *Hot Bench Fee* of \$75.00 is available. Regular hourly labor rates are still applicable when an item is "Hot Benchded."

WARRANTY REPAIR

All warranty repair work requires a **proof of purchase provided by the customer**, unless the equipment was purchased from MacAuthority. Warranty terms **only apply to hardware** issues. **Software issues are NOT covered by warranty**, as they are considered to be within the user's control.

INCIDENTAL EXPENSES

Any expense incurred by MacAuthority in the facilitation of a service request not covered by warranty will be the customer's responsibility, and we will bill accordingly. This includes, but is not limited to shipping and handling costs.

NON-WARRANTY REPAIR

The hourly labor rate for all non-warranty service issues is **\$95.00/hour + tax** with a minimum charge of one hour for diagnostics. This fee will be applied to the cost of repair.

SOFTWARE IS CUSTOMER'S RESPONSIBILITY

Should any software need to be reinstalled, MacAuthority will do so upon request (and supply of discs) at an **additional charge of \$95.00/hr**. Software installation and/or data backup and/or restoration is not included in the repair agreement.

ABANDONED PROPERTY

Neither MacAuthority nor will its technicians will be held liable for equipment left over 30 days. **All items left over 30 days will become the property of MacAuthority** and sold at market value to recuperate the cost incurred from the repair.

DATA LOSS

MacAuthority technicians will, to the best of their ability, be diligent in retaining the data on the customer's data storage devices. However, **in some instances, there may be loss of data**. Whenever possible, the customer will be informed as to what his/her options are before the technician continues to work on the storage device. Customers are given the option to have the storage device's data backed up (if possible). **MACAUTHORITY IS NOT RESPONSIBLE FOR LOSS OF DATA WHILE A MACHINE IS BEING REPAIRED, REGARDLESS OF BACKUP STATUS.**

DATA BACKUP

It is **primarily the customer's responsibility** to back up any and all crucial data on any device turned over to MacAuthority for service **prior to visiting** us for a repair. In the event that you wish to engage MacAuthority in the backup of your data, our **standard labor fee of \$95.00/hr** will apply. We can only attempt to backup data that is **present and recoverable** on the device at the time of repair, and **data loss is still a possibility**.

I have read and agree to these policies and acknowledge my understanding that if I choose to waive data backup service, I may experience data loss. MacAuthority is not responsible for my data, but a backup attempt will be made at my request at a rate of \$95.00/hr. Otherwise, data loss associated with this service issue is my sole responsibility and my own prior backup data shall be my only recourse.

If data backup is necessary a technician will call and notify you to get approval or disapproval of this service. **Please initial here to signify you have been made aware of the \$95 dollar charge for this service.**

Customer Initial Here

Customer Signature

Date

Associate Initial