



DEVICE REPAIR QUESTIONNAIRE

NAME: _____ DEVICE: _____

PHONE #: _____ REPAIR NEEDED: _____

EMAIL: _____ REPAIR COST: _____

TERMS AND CONDITIONS

1. The terms set out in these Conditions of Repair ("Agreement") shall apply to the service we provide to repair your mobile device listed ("Equipment") on the service form.

1.2 Reference to "us", "we" and "our" refer to Parcom LLC, and references to "you" and "your" are references to you, the person addressed on this form.

2. All repairs (unless otherwise stated)

2.1 This Agreement shall commence from the date you sign the service questionnaire and shall continue until we have repaired or otherwise returned your Equipment ("Services"), whichever is sooner, and received any payment due from you.

2.2 We will make all reasonable efforts to repair your Equipment subject to the availability of any parts required. We will perform the Services using our reasonable care and skill. If for some reason the device is unable to be repaired we will offer you the option of a comparable device (if available), a purchase of repairable device, or returning the device to you and charging a diagnostic fee depending on the device.

2.3 We reserve the right to refrain from providing any or all requested services and instead refund your payment, wholly or in part, on the basis that your technical needs or other requirements are unusual or extensive and beyond the scope of this service agreement as reasonably determined by us.

2.4 Any time estimate for completion of the Service is an estimate only and does not form any obligation under the terms of this Agreement.

2.5 We shall notify you when the Equipment has been repaired and is available for collection. If you do not collect the Equipment within a reasonable period (90 days), we may dispose of the Equipment. Any sum obtained on disposal will be used to meet any unpaid estimate or repair charges you are liable to pay and any remaining balance will be sent to you or will remain payable by you accordingly.

2.6 If we are unable to complete the Service for any reason, or the Service will incur further costs payable by you, we will notify you immediately before continuing the repair.

2.7 Our chargeable repairs are guaranteed for 30 days from the date the Equipment is ready for collection. If the same fault should re-occur we will repair it free of charge. If a repair-related fault should occur we will diagnose and repair Equipment free of charge or at a discounted rate at our discretion. If the Equipment develops an additional fault unrelated to the original repair, the repair warranty contained in this paragraph will not apply.

2.8 We may in certain circumstances send your Equipment to another repair center and sub-contract the repair work to a third party.

3. Additional terms for chargeable repairs

3.1 The cost of repair will be calculated where possible in accordance with our standard charges as published from time to time. These charges can be changed at our discretion as dictated by market concerns and changes.

3.2 If we are unable to repair your Equipment, no fault is found on your Equipment or you do not accept our estimate, we will return your Equipment to you unrepaired and we reserve the right to charge you a diagnostic fee in accordance with our standard charges.

3.3 We may keep your Equipment until all charges payable have been paid. [We may also charge an additional fee for storage of your Equipment.] 3.3 Liquid damage repairs can be very temperamental and are carried out on a "best endeavors" basis. On occasions the original fault can reappear after the unit has been repaired and sometimes the faults can even get worse after a period of time.

4. Liability

4.1 Our entire liability in respect of any single cause of action arising out of this Agreement or its subject matter (whether for breach of contract, tort, including negligence, statute or otherwise at all) shall be limited, to the extent that

the cause of action related to our supply of the Services, at our option to: (a) supplying the Services again; (b) payment of the cost of having the Services supplied again; or (c) repaying to you any amount that you have paid in respect of the Services.

4.2 If, through our negligence or willful misconduct, we damage the Equipment beyond economical repair, our liability will be limited to the cost of providing a replacement with a product that is the same as or similar to the Equipment.

4.3 Any data or information that you may have stored on the Equipment shall remain your sole responsibility and we accept no liability for loss or corruption of such data howsoever caused. It is your responsibility to keep a record of any such data. No data will be stored, kept, or sold by us.

4.4 In no circumstance shall we be liable to you for any indirect, special or consequential loss arising out of or in connection with this Agreement, including any loss of business, revenue, profits, anticipated savings, goodwill or any other indirect or consequential loss or damage howsoever arising.

4.5 Any information pertaining to your repair or questions about your device will be answered to the best of our ability. We take no responsibility for errors or miscalculations.

By signing below, you are accepting the above terms and conditions:

Signature _____

Date: _____

[INTERNAL USE ONLY]

EMPLOYEE NAME:	
DATE WORK PERFORMED:	
DATE DEVICE PICKED UP:	
HAS CUSTOMER PAID?	
AMOUNT PAID:	
DESCRIPTION OF WORK:	

- This agreement should be filed at the store.
- Please note any details, include success of the repair process.
- Charges should be billed through RQ. Device should not be returned until payment is received.