

As a customer of HB Computers (HBC), I authorize HBC to perform services on my laptop according to my specified request and Work Order, and I grant HBC the necessary access to its data and information for this purpose. I further authorize HB Computers to repair all defects that have been identified by HBC technicians. In addition, I authorize HBC and its affiliates to receive and transport my damaged laptop to different facilities for repair if necessary. I hereinafter acknowledge and accepts that my device may be dissembled in-order to have diagnostic tests conducted by the technician.

I acknowledge and agree with the following terms of warranty:

Description	Warranty Period
Repairs to motherboards/logic boards	90 Days
Replacement of hard drive/solid state drive/motherboard/logic board/LED LCD Full Assembly	90 Days
Repair done to laptops, which includes but is not limited to: Keyboard, CPU Fan & Heat Sink, DC Jack, USB & HDMI Ports, Speakers, Bottom Case, LCD Back Cover, LCD Inverter/Screen Display Cable, Bezel, Top Cover Palm Rest, Touchpad, DVD±RW, Hinges, Wi-Fi etc.	90 Days

I understand and agree with the following:

1. That I acknowledge I am the legal owner (or authorized representative of the legal owner) of my apparatus.
2. That I understand the diagnostic step is free and I will be contacted in advance to authorize repairs and if I do not give approval after it has been diagnosed, the laptop will be returned to me in its original condition, a \$20 fee will be charged to cover the return shipping costs.
3. That I do not authorize data backup of any material on my apparatus unless I specifically request HBC to do so for an Applicable Fee *prior* to the performance of any service.
4. That all software shall be preserved by HBC to the extent possible and that I must provide Product Keys/Version/Year for downloading any software that I wish to be preserved.
5. That HBC keeps data on its servers for 7 days and that I will be charged for the repair of any defects that occur after I receive my repaired computer.
6. That after my apparatus has had a clean installation of Windows/Mac, my computer will be once again vulnerable to infection and that HBC will provide no warranty on all software related issues.

7. That my data is considered confidential and that HBC will only check a minimal number of files to verify that they are working properly. HBC will not disclose confidential data unless required to do so by law.
8. That HBC offers no warranty, express or implied, and HBC disclaims any warranty of any kind, including any warranty of merchantability or fitness for a specific purpose.
9. That I agree to waive legal action against HBC for any consequential or incidental damages that may occur as of result of services provided. I also agree to forgo any claims against HBC for data loss or media loss (whether or not I have requested HBC to back up my data) and will, under no circumstances, hold HBC liable for any loss, alteration, or corruption of any data or loss of any media from my apparatus.
10. That HBC may dispose of my apparatus if I do not reclaim it within 30 DAYS of being notified by HBC that service on the apparatus has been completed; and in the event of disposal, I waive any claims to my product, including all database files and information on my product.
11. That Payment is due in full upon completion of successful repair and prior to release of laptop (whether shipped or picked up). I understand that I am financially responsible, if applicable, for all shipping costs, insurance, custom duties and taxes to and from HBC. The following payments are welcome: Cashier Check, Money Order, PayPal, Cash and Credit Cards (Visa, MasterCard, America Express and Discover).
12. That HBC will not be held responsible for any damage that may occur during the shipping process and will not be responsible for packages lost in transit.
13. That I shall indemnify HB Computers, Inc. from any litigation arising out of HB Computers' performance of work or possession of my Property. I agree to fully defend, indemnify, and hold harmless HB Computers from any and all lawsuits, demands, causes of action, liability, loss, damage of any kind whatsoever including without limitation all claims for monetary loss, property damage, equitable relief, whether brought by an individual or other entity, or imposed by a court of law or by administrative action of any federal, state, or local governmental body or agency, arising out of, in any way whatsoever, any acts, omissions, negligence, or willful misconduct on the part of HB Computers, its officers, owners, personnel, employees, agents. For any loss or theft of property incurred by me, any claims for reimbursement shall be subject to HB Computer's obtaining reimbursement from HB Computer's insurance policy providers.

I verify that I have read and agreed to the terms of this Work Order Disclaimer and that the information listed in the customer information section is accurate.