

# Policy

KENVIL ATKINS

# 2017

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Atkins Computer General Services: Atkins' agent will attempt to diagnosis your computer problem, provide an estimate of applicable service fees (plus applicable taxes), and then provide you with a technology solution, however, problem diagnosis and support may not be completed because of a problem with your computer or its configuration that is beyond our control.

## [Kenvil Atkins / Terms and Conditions](#)

(a) Kenvil Atkins Computer General Services: Atkins' agent will attempt to diagnosis your computer problem, provide an estimate of applicable service fees (plus applicable taxes), and then provide you with a technology solution, however, problem diagnosis and support may not be completed because of a problem with your computer or its configuration that is beyond our control.

(b) Software Services: Software demand services may be offered to you by Atkins computer service, if you elect to receive software services, you are electing to purchase software. In such event, Atkins computer services will transfer you to a third party who will provide you with information about the software and who will collect your payment information. Atkins transfers you, at your request, to the third party for your convenience; however, Atkins does not warrant or make any representation about the services or software provided by the third party. Ask about the third party's privacy policy as it is different from the privacy policy that applies to Atkins computer services. Also ask about the service and software warranty applicable to the software purchase you receive from the third party as that warranty differs from Atkins computer services warranty.

(c) Your Responsibility: You understand and agree that prior to contacting or allowing Atkins computer services to perform diagnostic repair or other services on your computer, it is your responsibility to back-up the data, software, information or other

## Liability Policy

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files stored on your computer disks and/or drives. You acknowledge and agree that Atkins shall not be responsible under any circumstance for any loss or corruption of data and/or software.

Kenvil Atkins / In Home Servicing & Scheduling Standard service hours are Monday — Friday 9 A.M. to 7 P.M., Saturday 10 A.M. to 5 P.M. Additional charges may apply for rapid response or service outside of standard hours.

### SERVICE JURISDICTION

Atkins computer services set the Service Jurisdiction for each city. If a location lies beyond Atkins standard Service Jurisdiction, additional travel charges may apply. To determine if your location is within an Atkins agent standard Service Jurisdiction, call 920 883 1482 Atkins computer services for information and applicable travel charges.

### ADDITIONAL SERVICES

These are available only to customers who have already purchased one on-site service and must be one of the following: software installation, software service, memory installation, sound/video card installation, network card installation, modem installation, CD/DVD-RW installation, or CD/DVD-ROM installation.

### INSTALLATION AUTHORIZATION

For on-site services, a person at least 18 years of age must be present during the entire time period services are provided. If no adult is present when the Atkins agent arrives, services will be denied and a \$50 cancellation charge will be assessed.

### RESPONSIBILITY

It is your responsibility to back up all software and data on your computer's hard drive(s) and/or any other storage devices before the Atkins' agent arrives. Atkins computer services and/or its third-party service provider shall not be responsible at any time for any loss, alteration, or corruption of any software, data, or files.

### MINIMUM SYSTEM REQUIREMENTS

- At least 10MB free hard disk space and 32 MB RAM on each computer
- Operating system and/or ISP passwords must be available
- Microsoft Windows XP operating system or later
- Operating system discs and key codes must be available

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- All computers and/or peripherals must be in good working order
  - Broadband services, if any, must be installed and operational before service,

### ACCESS

Atkins computer services Agent must have (1) access to your residence or business and the computer(s) and/or peripheral(s) to be serviced, (2) your consent and cooperation to enter your residence or business, (3) a safe working environment, work space, and (4) electrical power. If the Atkins Agent determines that these conditions have not been met, services will be denied and a \$50 cancellation charge assessed.

### OUR SERVICE

Our service contains complete diagnosis of the problem with a comprehensive solution, including. Finding the cause of crashes, lockups, unusual slowness or Internet problems, repairing most any operating system issues installing critical updates, if necessary Making sure your computer is running fast and efficiently

Why scramble for help when your equipment fails. When high-tech help is needed, you can rest assured that the highly skilled employees of Kenvil Atkins Repair can handle all your problems

Hard Boot computer:

Remove Virus:

Blue Screen:

Reformat computer:

Running Slow or sluggish:

Upgrade:

Hardware Failure: replace hardware

Software / Applications: re-apply original software you have

Update:

Service Packs:

New computer setup:

Clean Hard Drive:

Replace Disk:

Install Drivers:

Video card

Performance Issues:

Memory Upgrade Our Service

### SATISFACTION

If you're not completely satisfied, we'll do our best to fix the

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problem, fast and free. If there is a problem with the service provided and you notify us within the stated time period, we will work to remedy your problem quickly and at no additional cost.

Atkinsi.com Installation Pledge means that we always: perform the work to your satisfaction work with your schedule meet or beat any competitor prices

We accept cash only.

### **BEFORE YOU CONTACT US**

Please make sure you read our liability policy before you call us by calling us you accept our policy as is and have decided to let us service your computer.

Thank you for the service call an agent will soon be calling upon you

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