

# COMPUTER Loft

6 FORDHAM ROAD ALLSTON, MA 02134

SERVICE@COMPUTERLOFT.COM

617.782.9997



Premium  
Service Provider

## Service Request Order (SRO) Terms & Conditions

Estimated Costs & Timeline

The Computer Loft's estimate to service your equipment must be approved by you before we proceed. If there are substantial changes, you will be consulted.

Warranty Services thru Apple, 3rd Parties or Computer Loft

To the extent permitted by your warranties, the Computer Loft will provide covered services at no charge to you with the following exclusions: physical damage, software problems, data recovery / migration, software repairs.

Vintage / Obsolete Equipment

If your Mac is more than five (5) years old it has been labeled "vintage" or "obsolete" by Apple. Therefore, there are severe limitations as to which parts we can service and future repairs may not be possible.

Supplemental Parts: \$75 (maximum)

While repairing your equipment, there may be a requirement for additional parts.  
(e.g. cable replacement)

At the discretion of the Computer Loft, you may be charged up to \$75.

Software Repair Fee: \$150 (maximum)

Software problems may not be identified when checking in your repair but may be part of the solution to your issue(s). At the discretion of the Computer Loft, you may be charged up to \$150.

Reassembly Fee: \$75 (maximum)

If your computer is disassembled in order to diagnose or repair it, and you choose NOT to have us complete the repair but you want your hardware reassembled, then at the discretion of the Computer Loft, you may be charged up to \$75.

Abandoned Equipment

The Computer Loft will consider your equipment abandoned, and it will become the property of the Computer Loft, if it is not paid for in full or it is not picked up within thirty (30) calendar days from the creation date of this Service Request Order.

Issues / Completion

The Computer Loft will contact you immediately if there is a complication or as soon as your hardware is ready for pickup.

Data Protection

The Computer Loft strives to protect your data but is not liable for any loss of data.

Operating System / Software Installation or Upgrades

The Computer Loft cannot guarantee full compatibility when installing or upgrading your Operating System or 3rd Party Applications (e.g. Adobe Creative Suites, Microsoft Office).

Replaced Hardware Components

Certain repaired hardware components cannot be returned to the customer because:

- 1) they need to be shipped back to the manufacturer (e.g. HD replaced under warranty)
- 2) they contain hazardous waste (e.g. LCD display or battery)
- 3) the Computer Loft price assumes the trading-in of the old part (e.g. RAM upgrades)

Data Recovery / Migration / Software Repair Limitations

When performing a Data Recovery, Migration or Software Repair, 100% of your information is NOT guaranteed to be preserved and some of your data may not be recoverable or work properly. Specifically your: operating system, applications (e.g. activation codes or serial numbers), complex database files (e.g. email, iPhoto library, iTunes Library), folders and/or files (or your organizational structures)

Computer Loft – Hours of Operation

Monday ..... 10:00am to 7:00pm  
Tuesday ..... 10:00am to 7:00pm  
Wednesday .... 10:00am to 7:00pm  
Thursday ..... 10:00am to 7:00pm  
Friday ..... 10:00am to 6:00pm  
Saturday ..... Closed  
Sunday ..... Closed

*Please check our website for any changes to our hours of operation.*