

MAC & PC DOCTORS

Release of Liability at Check-In

I acknowledge and agree that *Mac & PC Doctors* will take all reasonable care while performing any repair, data retrieval or maintenance, but will not be liable for any **accidental loss or damage** incurred.

I understand that in the unlikely event of **fire or theft** that my insurance will be responsible for coverage of goods.

I also understand that any item not collected within **60 days** of completion of repair will be disposed of by *Mac & PC Doctors*.

Apple warranty does not cover software related issues, data recovery, data transfer, non-Apple diagnosis or accidental customer damage. These issues will incur a service fee.

Non-Warranty Service Fee for Computers is: \$70.00. IOS/Beats products are: \$30.00. This fee is taken up front.

iPods under warranty without accidental customer damage will be replaced by Apple. All data including music, contacts, photos, and applications will be lost. If **data recovery** is needed, please inform a staff member straight away.

Goods presented for repair may be replaced by **refurbished goods** of the same type rather than being repaired. **Refurbished parts** may be used to repair the goods. Repair of the goods may result in loss of data. If **data recovery** is needed, please inform a staff member straight away.

Upon completion of Apple Computer repairs, all items will **be tested for compliance** with the Apple Operating System and audited with Apple Authorised diagnostic tools. All third-party (non-Apple) and serialized Apple application and their operation remain the client's responsibility.

I hereby authorise *Mac & PC Doctors* to undertake all requested service, data retrieval and maintenance work as agreed to by both parties.

I authorise *Mac & PC Doctors* to run Apple Service Tools on my machine which includes data that will be sent to and stored by Apple, including hardware serial numbers and other device information. This information is used by Apple for diagnosis and troubleshooting purposes only. Apple also require that the customers email address is submitted for all warranty and non-warranty repairs where parts are being ordered to be able to send thorough survey's to help improve customer service.

I also authorise *Mac & PC Doctors* to use my email address and phone number to send job sheets and update SMSs, along with marketing material from *Mac & PC Doctors*. *Mac & PC Doctors* do not on-sell customers information to third-party companies or individuals as customers' privacy is extremely important to us.

Please sign the tablet when instructed by a staff member. You will be kept up-to- date via emails and SMS. At the completion of your repair, the service report will be emailed to you. Thank you and have a great day.

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