



ELECTRONICS REPAIR POLICY

909 S. Main Street, Fuquay-Varina, NC 27526 Tel (919) 552-8742 / Fax (919) 557-4821
 Email tvshop@electech.tv / Web www.electech.tv

*We are pleased that you have requested ElecTech Services, Inc. to service your television or electronic equipment.
 Please do not hesitate to ask for clarification on our policies and procedures - we are here to serve you.*

★ REPAIR AND TRAVEL ★

First hour is due in advance and is non-refundable; Parts are additional.

ALL CUSTOMERS	< 32" TV	32"-42" TV	>42" TV	Small Electronics
First Hour - Diagnosis &/or Repair (1hr minimum)	\$75	\$99	\$125	\$45
Additional Hours (In Shop and Onsite)	Add \$45/hr			

ADDITIONAL AS REQUIRED

Zone A 0-15 mi	House Calls/Onsite Service (Each Trip, No PUD)	Add \$49	}	One or the Other
	Pickup & Delivery (PUD)-Residential	Add \$79		
	Pickup & Delivery-Commercial (Per TV, 2 TV Min)	Add \$20		
Zone B 16-30 mi	House Calls/Onsite Service (Each Trip, No PUD)	Add \$59	}	One or the Other
	Pickup & Delivery-Residential	Add \$99		
	Pickup & Delivery-Commercial (Per TV, 2 TV Min)	Add \$20		
Zone C 31-45 mi	House Calls/Onsite Service (Each Trip, No PUD)	Add \$79	}	One or the Other
	Pickup & Delivery-Residential	Add \$149		
	Pickup & Delivery-Commercial (Per TV, 2 TV Min)	Add \$40		

★ ADDITIONAL SERVICES & RATES ★

Expedited Pickup	\$49
De-install & Re-install (existing mounts)	\$85/hr
Onsite service (Non-TV Set; cabling, connectivity, etc)	\$85/hr
Re-stocking fee (Special Order parts)	25%
Maintenance/Storage Fee	\$2/day
Disposal/Recycling (No non-DLP rear projection TVs)	FREE



CARRY-IN SERVICE

1. Customers are notified when repair is complete and we ask that you pick up your unit within 10 days following this notification or following refusal of the final repair estimate.
2. If the unit is not picked up within 10 days, it will be subject to a \$2/day Maintenance/Storage Fee for up to 30 days.
3. Items left over 30 days after repair completion notification or refusal of the final repair estimate will be considered abandoned and become the property of ElecTech Services, Inc. No other notification is required.

PICKUP AND DELIVERY SERVICE

1. Pickup and return delivery of sets are limited to those activities from the first floor of your home only. De-installation or re-installation (un-mounting or re-mounting) of your TV, disconnecting or reconnecting it to any other system components, or negotiating staircases is not included. These services are billed at our regular hourly service rate of \$85/hr.
2. Customer is responsible for taking the necessary precautions to protect carpet or furnishings during pickup/delivery.
3. Expedited service, such as same day pickup outside the scope of our normal travel routes, may be available for an additional fee. Please note that this service will get your set looked at sooner but may or may not speed up overall repair time due to factors beyond our control, such as part availability and shipping times.
4. Please let our technician know or contact our office at (919) 552-8742 to arrange for additional onsite services.

A. GENERAL POLICIES AND INFORMATION

1. It is helpful for you to provide a complete description of the problematic symptoms you are experiencing with your unit.
2. No "completed by" date is promised because many factors affecting repair time are beyond our control (e.g., parts availability).
3. Occasionally, the first part we order is not the only part required to restore the set to working condition; multiple parts or part orders may be required. Sub-assemblies may need installed to establish the working condition of the main assembly.
4. You will be notified if parts are not available or the estimated cost of the repair exceeds the pre-approved amount below.
5. Due to steps taken during diagnostics, unrepaired equipment may not be returned to you in the same condition as received.

B. PAYMENT

1. **All customers:** Allowing your equipment into our shop means that you agree to pay the entire repair bill not covered by manufacturer warranty. This includes the first hour diagnostic fee and any additional fees up to the approved amount indicated in the Customer Information section below or approved over the phone during the repair.
2. Because most repairs require parts, we ask that you pre-approve charges for parts and labor up to an amount chosen by you and specified below to minimize wait times for part approval authorization.
3. Customers may be asked to provide authorization and/or payment for parts in advance of the parts order. Customers agree that final repair balance including any storage or restocking fees may be billed to any credit/debit card used to pay upfront fees.
4. In the event that the estimated total repair charges become cost prohibitive to you, we ask that you consider leaving your unit at ElecTech for recycling/disposal.
5. **Commercial customers** are generally extended Net terms, but may be asked to provide payment, Purchase Order or corporate credit card information in advance of the repair. Complete Accounts Payable information including email address must be on file with us.
6. **Residential customers** are required to pay first hour repair and travel fees in advance of the repair unless we have confirmation from the warranty provider that the set is under factory warranty, extended warranty or service contract.
Any balance due at repair completion is payable upon return of the set to the customer. Payment must be made within 10 days of repair completion notification to avoid maintenance/storage fees and within 30 days to avoid abandoning your unit.
7. Our returned check fee is \$25.

C. WARRANTY

1. **Manufacturer/Third-Party/Extended Warranty:** We are a factory authorized service center for several television brands. Warranty work will be conducted and charges assessed according to the terms of your warranty and the process directed by the manufacturer or other warranty provider.
2. A copy of the bill of sale & any 3rd-party or extended warranty must be provided in advance of any warranty service.
3. **ElecTech Services, Inc. Warranty:** For repairs not covered by manufacturer or extended warranty: After repairs are completed in the home or after delivery of the repaired set from the shop, you must ensure that the set is operating to your satisfaction. If additional service is required after the technician has left the home and he must be recalled, a charge for additional hourly repair will be made. This is not a service call fee, but a time charge that would have appeared on the original bill had the tech worked longer on the original repair. No travel fees will apply. This recall rate is granted for 30 days following repair.
4. After 30 days, any other service required is considered a new service call and you will be charged the regular repair rate.
5. There is no warranty on repair of any electronic equipment with an intermittent problem. If the problem with the unit is not apparent while in our shop, it cannot be properly traced and diagnosed.
6. Units over 6 years old or with intermittent symptoms & cleaning/rejuvenation of picture tubes are not covered under warranty.
7. **Parts Warranty:** Parts used in the repair of your equipment are equal or superior to the original parts. Our repair includes facilitation of the manufacturer's part warranty (generally 90 days). We do not warranty lamps.
8. If parts replaced fail during the warranty period, they will be replaced without charge for the parts or labor. No new travel charges will apply if they were charged on the initial invoice.
9. Only parts included on the initial invoice are covered under this warranty. If other parts break down due to use, age, or any other reason beyond our control, they will be replaced and the regular price for parts and additional labor will be charged.

D. CUSTOMER INFORMATION

ElecTech's repair policy is on the web at www.electech.tv.

I have read and agree to the above policy:

Customer Name _____

Email Address _____

Beyond the initial diagnosis fee, I approve additional repair cost of \$ _____.

Authorized Contact Signature: _____

Thank you for your patronage - We look forward to working with you!

← Optional - But this will speed up repair by avoiding wait times for part authorizations!