



POWER SURGE DISCLAIMER

1. A determination has been made that an exception to your service agreement has occurred, due to a power surge, or power outage created by environmental issues, whether caused by an act of God, or a compromise of services caused by your local power company.
2. As in ALL electronic equipment, damaged caused by electrical issues are NOT covered by a service agreement. Expert Personal Computer Services, Inc. covers only those computers, printers and peripherals that stop working through normal use. Computer service agreements do not cover this type of damage.
3. All labor in emergency situations whereby same day service is required, all charges are billed at \$160 per hour per man during normal working hours (Monday-Friday 8-6). Holidays, Weekends, and Evenings are billed at \$220.00 per hour.
4. You as the customer must make a decision on whether you wish us to continue service. We do not collect the monies from your insurance company. We do however allow you up to 30 days to pay if you have terms with our company.
5. Expert Personal Computer Services Inc. will stand up for you with defending yourself on a claim. We will do one or all of the following:
 - a. Provide you with a letter that we certify an electrical problem has caused damage to equipment that we normally service.
 - b. Hold your damaged equipment for a period of up to six months, for your insurance company to inspect, at the end the equipment is discarded.
 - c. Answer any and all questions by your insurance agent about the damage.
 - d. Provide you with expert testimony during an insurance hearing to defend your position, should you be challenged on a technical issue.
6. Please circle your choice of options:

A. Do nothing until further notice OR B. Proceed with all repairs, we understand this is an insurance claim.

SIGNATURE: _____ DATE: _____

PRINT NAME: _____