

# **ETEX Texpert Terms of Service**

## **Scheduling Service:**

To schedule an on-site appointment, please call Etex Technical Support at 903-797-8397

## **Texpert Hours:**

8:00 AM - 5:00 PM Monday thru Friday

We will strive to return all device(s) dropped off before 1 pm within 24 hours unless you are notified of additional time needed.

## **In-Office Troubleshooting:**

In an effort to protect our turn-around time, each membership plan has a specific limitation for the number of times you may drop off a device per month. If membership limitations are exceeded, additional fees may apply.

## **Incentives:**

For each 12 consecutive months that you have an active Texpert membership, you may be eligible for a credit towards your next statement upon request. Eligibility for the annual credit must be verified to be applied to your ETEX account balanced. This credit is not refundable or otherwise redeemable.

## **Terms and Conditions:**

An account is required to receive this service. There must be an adult (18 years of age or older) present at the time of the appointment. Any additional charges to be added on to your bill will be listed. The technician will inform you of any additional charges before completing the work in order to establish a clear understanding of the extent of work that will be performed. Your approval will be required to receive additional services that exceed the original amount. All Texpert memberships require a minimum of three months and an initial sign-up fee.

\*Debit/Credit card information may be required

## **Order Changes, Cancellations, and Refunds:**

To change/cancel an order, you must contact Etex Technical Support at 903-797-8397. To cancel an order, you must give the technician at least three hours notice before your scheduled appointment or charges will apply. No refunds will be given once work begins, or if no one is present when the technician arrives.

Upon request, you may cancel your membership at any time after the three month minimum has been satisfied. Prorated cancellation fees will apply when the three month minimum requirement is not satisfied.

## **Appointment Exceptions:**

Technicians may reschedule appointments due to any acts of terrorism or bad weather conditions that may prevent them from performing their duties to our satisfaction, (also known as "Acts of God").

## **Warranty:**

Work performed by our technicians is guaranteed up to ten (10) business days. This warranty is not valid on spyware, malware or virus removal. Any hardware sold is subject to the manufacturer's warranty only. If you have any questions, please call Etex Technical Support at 903-797-8397

## **Disclaimer:**

Etex is not liable for any damages, viruses, or any other malfunction that is not covered under the plan you have chosen. Etex is not responsible for misplaced, lost, alteration, or corruption of files, data, or media as a result of the work they perform.

We reserve the right to change the amount of the membership fees, annual credits, and sign-up fees at any time without prior notice to members. We reserve the right to modify our plans and rates or substitute products without notice or obligation.

We reserve the right to refuse service at any location or on any device that we deem unsafe or that could potentially interfere with the safety or well-being of our employees.

Devices should be picked up within a 30 day time frame after you have been notified that your device was ready, Charges will apply for any time exceeding your 30 day time frame. If your device has exceeded 30 Days since notified that it was ready, Storage Fees will apply. Any item(s) left over 90 days is abandoned property.