

Nibbles & Bits Computer Integrations

Fee Schedule and Policies

1670 Rue de Valle
San Marcos, CA 92078
760-744-8222
sales@nbcisd.com

Pick up and/or Delivery

Pick up and/or delivery service is available throughout specified areas of San Diego County for a fee of \$25.00-\$50.00.

Data Loss

Nibbles & Bits Computer Integrations will take every reasonable precaution to prevent the loss of hard drive data while performing repairs. Client is responsible for normal backups of all data. Customer acknowledges the possibility of data loss and will indemnify and hold harmless *Nibbles & Bits Computer Integrations* from any claims resulting from data or software loss. Customer may, at his option, have *Nibbles & Bits Computer Integrations* backup customer's system for an additional charge, prior to any service.

Service Rates

Service rates for routine (non-rush) service during normal business hours (10:00 a.m. to 7:00 p.m.) are as follows:

	Bench Minimum	Hour
In-Shop	\$40.00	\$ 80.00
On-Site	\$86.25	\$115.00

Service requiring Technician Time outside of normal business hours will be billed at the following rates unless on contract or prior scheduling for our convenience:

	After Hours Rate (minimum 1 hour)
In-Shop	\$120.00 per hour
On-Site	\$150.00 per hour

Charges for Technician Time are billed in 15-minute increments at the stated rates after the initial Bench Minimum has been met.

A \$50.00 Rush Charge will be added to the above rates for any in-shop service that requires our technicians to set aside previously scheduled work.

A \$75.00 Rush Charge will be added to the above rates for any on-site Service that cannot be scheduled within our normal service area scheduling practices.

Warranty

All new parts are warranted against failure for a period of one (1) year from the date of purchase, unless it is a special order item. Used parts are warranted against failure for a period of thirty (30) days from the date of purchase. Labor is guaranteed for a period of ninety (90) days from the date service is completed. This limited warranty gives you specific rights; you may have additional rights under the laws of some states. These warranties as stated are the only warranties made hereby. *Nibbles & Bits Computer Integrations* specifically disclaims any other warranties, express or implied, including implied warranties of merchantability or fitness for a particular purpose. In the event of a warranted part(s) failure, we will, at our option, repair or replace failed parts. *Nibbles & Bits Computer Integrations* shall not have any other liability hereunder including any and all legal fees incurred.

System and Component Refunds

On the rare occasion that a new system encounters problems requiring numerous warranty repairs which cannot be made to your satisfaction, refunds on the full system will be provided on a prorated basis, calculated from the date of system delivery, according to the following schedule.

Up to 3 months	Full Refund
4 - 6 months	80% Refund
7 - 9 months	60% Refund
10 - 12 months	25% credit toward cost of equivalent replacement system

Refunds will be provided on components within the first ninety (90) days after date of purchase, subject to a restocking or rental fee.

Payment Terms

Payment is due upon completion of services, unless prior arrangements have been made. Balances over 30 days old will be assessed a \$5.00 per month late charge or interest rate of 0.6% per month (7% APR), which ever is greater. Balances over 30 days will no longer be eligible for any discounts. Balances over 60 days will be sent to collections, all invoices sent to collections will be charged a processing fee of \$35 in addition to interest accrued.

Returned Checks

A service charge of \$15.00 will be applied to all returned checks. Bad checks must be redeemed in cash.

Abandoned Equipment

Nibbles & Bits Computer Integrations will make three (3) attempts to contact customer to pick up equipment after completion of services; any equipment left 30 days after the third telephone call will become the property of *Nibbles & Bits Computer Integrations*.

Acknowledged:

Customer hereby acknowledges understanding of the above items and agrees to comply with the stated terms.

Printed name

Company

Signature

Date

NBCI Pre-Paid Fee Schedule and Policies

Onsite Service Rates

	Normal Rates	Discount	Pre-Pay Rate
10 hour pre-pay	\$1150.00	5%	\$1092.50
20 hour pre-pay	\$2300.00	10%	\$2070.00
40 hour pre-pay	\$4600.00	15%	\$3910.00

Service rates for pre-paid clients are exempt from after hour's rates. Rush charges are still applicable.

Services Fee Schedule

Cabling

Average cost \$150.00 per cable drop up to 200'. This includes all materials needed to go from the hub to the systems (patch panels not included).

Data Back-up Charges

\$40.00 to \$80.00 is the cost for a standard backup. CD/DVD \$5.00 Service charge includes media; Tape, and/or other media back-ups are available for an additional fee. Client requiring backup data away from our office will be charged for media.

Data Recovery Charges

\$350.00 for a typical data recovery. A \$40.00 minimum service fee applies to any data recovery that is not possible or declined by client. Data recovery can take from a two hours to days to run the diagnostics. We have no control over the time required it depends on the complexity of the service needed.

Diagnostic Services

Basic diagnostic runs \$40.00 to \$80.00 in office. The cost of more extensive services will be given before we start additional testing. This can take ½ hour to many hours to run.

Monthly Maintenance

Please ask us about a service contract customized to your personal needs. *

System Reload

\$160.00 includes virus scan, backup, Low Level Format, clean OS reload, and data restore. Requires customer copies of operating system and all programs prior to beginning procedure. May require client assistance during reloading of some programs to optimize system for user. Special configuration may take longer and cost more.

Virus Scan

\$40.00 to \$160.00 includes cleaning on most known viruses (most cases).

Rental Fee

Rental fees are subject to current market rate.

* For additional information ask for "Monthly Service Contract" form.

For more information or to schedule an appointment please contact us.

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