



**Katako Services**

Small Business IT Services

4536 Rondevue Rd,  
Madeira Park, BC, Canada V0N 2H1  
604-865-0336 / Katako@live.ca

## Warranty and Policies

**Fees:** Payment is due upon completion of service, unless otherwise agreed before work commences. We accept cash, cheque, or Paypal. There is a \$30 charge for any dishonored cheques.

**Data Protection:** It is the customer's responsibility to maintain copies of all important data on your computer systems. If backup services are required, it is the customer's responsibility to clearly request this service at the commencement of service. Katako Services is not responsible for any damages, costs, and expenses incurred as the result of loss to your data. If service involves transferring information or installing software, you represent that you have the legal right to copy the information, to use the software and agree to the terms of the software license.

**Retention:** For in shop repairs of computers, Katako Services will hold your computer for no longer than 45 days from time of completion of service. After such time, your computer will be safely disposed and recycled with all data destroyed.

**Confidentiality:** Katako Services, hereby agrees that it will not use or disclose without the prior written consent any identifiable personal, patient or customer information except for the purposes necessary to perform service engagement, at the sole discretion of Katako Services or as compelled by law. Katako Services agrees to destroy confidential information 30 days following the completion of the service.

**Satisfaction Guarantee:** Equipment Service and Repairs are guaranteed against faulty workmanship for 30 days. Parts used for repairs are subject to a manufacturer's warranty. Viruses and Spyware are guaranteed to be removed when we complete the service. A system restore may be required in some cases. We cannot guarantee that your computer will not be reinfected.

**Limitation of Liability:** If any damage should occur while your computer or systems are being serviced, Katako Services has no liability for the cost of repair of the affected computer or systems. Katako Services entire liability to you for damages arising from any cause whatsoever with respect to the service, whether due to Katako Services error or negligence or to any other reason, is limited to the amounts that you pay Katako Services for such service. Katako Services has no liability whatsoever for indirect, special, exemplary, or consequential damages, including without limitation loss of use, lost profits or revenue, or any other damages whatsoever not otherwise expressly permitted under this agreement. Katako Services expressly has no liability for loss of or damage to data or software applications while performing service. Your only remedy under the repair terms and conditions is to seek recovery of damages against Katako Services in an amount not to exceed what you paid Katako Services for the service.

**Notice:** Please note that these Warranties & Policies are subject to change without notice.

**Version: 2nd Jan 2014**

I hereby agree to the terms and conditions as outlined above:

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Authorized Agent

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Date