

IMPORTANT NOTICE: These terms of service apply to services ("On Site Service") ordered from GeekITDown by phone at 1-352-366-1316 or via the online Contact form.

ON SITE COMPUTER SERVICE

SCHEDULING

Standard service hours are Monday — Friday 9 A.M. to 6 P.M., Saturday by appointment only. Additional charges may apply for rapid response or service outside of standard hours.

SERVICE AREA

GeekITDown sets the Service Area for each city. If a location lies beyond GeekITDown's standard Service Area, additional travel charges may apply. To determine if your location is within a GeekITDown standard Service Area, inquire at GeekITDown.com via our Contact Page or call 1-352-366-1316 for information and applicable travel charges.

ADDITIONAL SERVICES

Technicians do not carry parts and as such, additional hardware may need to be purchased and installed at a later date.

INSTALLATION AUTHORIZATION

For on-site services, a person at least 18 years of age must be present during the entire time period services are provided. If no adult is present when the GeekITDown technician arrives, services will be denied and a \$110 cancellation charge will be assessed.

RESPONSIBILITY

It is your responsibility to back up all software and data on your computer's hard drive(s) and/or any other storage devices before the GeekITDown technician arrives. GeekITDown and/or its third-party service provider shall not be responsible at any time for any loss, alteration, or corruption of any software, data, or files.

MINIMUM SYSTEM REQUIREMENTS

(wireless home networking only)

At least 10MB free hard disk space and 128 MB RAM on each computer

Operating system and/or ISP passwords must be available

Microsoft Windows XP operating system or later

Operating system discs and key codes must be available

All computers and/or peripherals must be in good working order and spyware free

Broadband services, if any, must be installed and operational before service, including modem connections. DirecPCTM and DirecWayTM broadband are not covered by GeekITDown services.

Narrowband (dialup) networking, is not provided by GeekITDown.

ACCESS

The GeekITDown technician must have 1) access to your residence or business and the computer(s) and/or peripheral(s) to be serviced, 2) your consent and cooperation to enter your residence or business, 3) a safe working environment, work space, and 4) electrical power. If the GeekITDown technician determines that these conditions have not been met, services will be denied and a \$110 cancellation charge assessed.

ON SITE SERVICE TERMS

SERVICE LIMITATIONS

GeekITDown and/or its third-party service providers reserve the right to refrain from providing any or all services ordered and refund the customer's payment, wholly or in part, if minimum system requirements are not met or if technical conditions (such as wiring difficulties or physical barriers) or customer requirements are unusual, extensive, or beyond the scope of this service agreement as reasonably determined by GeekITDown and/or its third-party service provider.

FORCE MAJEURE

If GeekITDown and/or its third-party service provider's ability to render services is impaired by circumstances beyond the control of GeekITDown and/or its third-party service provider, GeekITDown and/or its third-party service provider may choose not to provide services.

LIMITATION OF REMEDY

Under no circumstances shall GeekITDown, and/or its third-party service provider be liable to you or any other person for any damages, including without limitation any indirect, incidental, special or consequential damages, expenses costs, profits, lost savings or earnings, lost or corrupted data, or other liability arising out of or related to the services provided by GeekITDown and/or its third-party service provider or out of the installation, de-installation, use of, or inability to use your computer equipment, hardware, peripherals, or the network as a result of the services provided hereunder. GeekITDown shall not be liable for any failure or delay in performance due to any cause beyond its control. If GeekITDown's ability to render services is impaired by your failure to cooperate or circumstances beyond the control of GeekITDown, GeekITDown may choose not to provide services. Service can also be denied if dangerous or unhealthy conditions are present including possible code violations. For any un-installation services provided, GeekITDown shall not be responsible for repairing any damage or changes made to your computer(s) or residence.

LIMITATION OF LIABILITY & RELEASE

By signing the form on the opposite side of this page, you agree to release and hold harmless GeekITDown, and/or its third-party service provider from and against any loss, liability, or damage, including without limitation, any indirect, incidental, special or consequential damages, expense, costs, profits, lost savings or earnings or liability that you, the owner, or lessee may suffer arising out of, or related to, the services provided by GeekITDown. This includes but is not limited to data loss or lack of function in any component or element of your computer system and/or peripherals, any changes or alterations to your residence (for example, changes to walls, baseboards, floors, etc.) as a result of GeekITDown and/or its third-party service provider's technicians, partners, and/or third-party service providers, regardless of the warranties, disclaimers, and waivers particular service and shall constitute liquidated damages and are a reasonable estimate of damages to you. Some states do not allow limitations or release of certain damages or liability, so the above limitation of liability and release may not apply to you.

CHANGES, CANCELLATIONS AND REFUNDS

To change your order: You must contact GeekITDown Support Representatives at 1-352-366-1316. To cancel your order: You must contact GeekITDown Support Representatives at 1-352-366-1316 at least 2 hours prior to the scheduled service. The payment amount will be fully refunded in the manner the purchase was paid. If you are not satisfied with your service: Call 1-352-366-1316 for resolution. We stand behind our Remote Support services for 5 days.

We stand behind our On Site Service for 30 days. If there is a problem with the service we provided and you notify us within the allotted time period, we will work to remedy the problem quickly and at no additional cost.