208GEEK Flat Pricing Terms of Service

FLAT PRICING GUIDE

208GEEK's flat-rate pricing is designed to provide simple, predictable pricing without worrying about hourly labor charges. Flat-rate pricing covers the labor required to diagnose, troubleshoot, repair, reinstall Windows, perform basic data transfers, and complete other services included within the selected repair category. Parts are not included unless otherwise specified.

Flat-rate pricing applies per computer, per device, and per repair request.

If additional repairs or services are discovered that fall outside the original scope of work, 208GEEK will contact the customer, explain the recommended services, provide an updated estimate, and obtain approval before performing any additional work.

If a computer cannot be repaired due to age, extensive damage, or parts availability, or if the estimated repair cost is too high relative to the computer's value and the customer chooses not to proceed, the $75 Shop Diagnostic / Non-Repair rate may apply at the sole discretion of 208GEEK.

SHOP FLAT-RATE PRICING

- Standard Shop Flat Rate: $150
- Advanced Shop Flat Rate: $200
- Rebuild / Extensive Shop Flat Rate: $250
- Shop Diagnostic / Non-Repair: $75

Standard Shop Flat Rate

Designed for most desktop and laptop repairs, including Windows reinstalls, software troubleshooting, virus and malware removal, performance tune-ups, hardware upgrades, and basic data transfers. This category does not include gaming or custom-built computers, computers with physical or liquid damage, extensive data recovery, or other advanced repairs.

Advanced Shop Flat Rate

Designed primarily for gaming and custom-built computers, computers with physical or liquid damage, Windows reinstalls requiring extensive data transfer, drive cloning, large data backups, advanced troubleshooting, and other time-intensive repairs that do not require a major teardown or rebuild.

Rebuild / Extensive Shop Flat Rate

Designed for repairs requiring full disassembly, major rebuilds, motherboard or case replacement, extensive component replacement, or other work that effectively requires rebuilding the computer.

Shop Diagnostic / Non-Repair

Applies when a computer cannot be repaired due to age, extensive damage, or parts availability, or when the estimated repair cost is too high relative to the computer's value and the customer chooses not to proceed. At the sole discretion of 208GEEK, this may also be the only charge for minor diagnostics or simple repairs.

Laptop Damage Classification

- Non-Physical Damage: Battery, Charging Port, Storage Drive, Software-related issues
- Physical Damage: Screen, Motherboard, Hinges, Palm Rest, Keyboard, Liquid Damage, Chassis Damage

RESIDENTIAL TECH VISIT

Residential Tech Visit: $150

A Residential Tech Visit is a flat-rate onsite service designed to resolve one primary technology issue for one device during a single service visit.

Most Residential Tech Visits are completed within approximately two hours.

If additional time is required due to multiple unrelated issues, multiple devices, unusually complex troubleshooting, or if we determine the computer requires more extensive bench repair, we will explain the recommended next steps and obtain your approval before performing any additional work or assessing any additional charges.

Repairs requiring extensive bench work, Windows reinstalls with significant data migration, hardware replacement requiring shop equipment, advanced data recovery, or other advanced services may require conversion to a Shop Flat-Rate Repair.

The determination of whether a repair falls within the scope of a Residential Tech Visit or requires Shop Flat-Rate service is at the sole discretion of 208GEEK.

HOME TECH CARE PLAN

5 Residential Tech Visits: $600

- Five Residential Tech Visits
- Priority scheduling
- Effective cost of $120 per visit
- Transferable between computers within the same household

Unused visits expire two years from the date of purchase, have no cash value, and are non-refundable.

If a Residential Tech Visit results in a repair requiring Shop Flat-Rate service, the applicable Shop Flat-Rate pricing will apply upon customer approval. The Residential Tech Visit used to diagnose the issue will still be deducted from the Home Tech Care Plan.

BUSINESS SERVICES

Business Onsite Support: $180 per hour

Business Prepaid Retainer (5 Hours): $750

Business prepaid retainer hours are valid for two years from the date of purchase unless otherwise specified by written agreement.

ADDITIONAL TERMS

- Parts, software licenses, subscriptions, shipping, taxes, and third-party services are not included unless specifically stated.
- Advanced data recovery due to a failed or failing storage device is not included in any flat-rate pricing and may incur an additional charge. If no data is successfully recovered, no data recovery fee will be charged.
- Flat-rate pricing covers labor only and is based on the original repair request. Additional unrelated repairs or service requests may require additional charges.
- All additional work requiring charges beyond the original service will be discussed with the customer and approved before work begins.
- Unless otherwise stated, shop repairs include a one-year limited warranty on parts supplied by 208GEEK and labor. Customer-supplied parts are not covered under warranty.
- 208GEEK reserves the right to determine the appropriate service category based on the condition of the device, the scope of work required, and the complexity of the repair.