



208GEEK.COM

TERMS OF SERVICE

SERVICE TERMS AND PRIVACY POLICY

Effective August 2026 | 208GEEK, LLC | 3330 N. Meridian Rd., Suite 150, Meridian, Idaho 83646

These Terms of Service (the "Terms") govern repair, diagnostic, data, onsite, remote, and related technology services provided by 208GEEK, LLC ("208GEEK," "we," "us," or "our"). By requesting, authorizing, or accepting services, the customer ("Customer" or "you") agrees to these Terms and the applicable estimate or work order. If a written estimate or work order expressly conflicts with these Terms, the written estimate or work order controls only for that service.

PART I — SERVICE TERMS

Service Authorization and Customer Responsibilities

You represent that you own the equipment submitted for service or are authorized by its owner to request the service. You authorize 208GEEK to inspect, open, test, operate, configure, and, when reasonably necessary, disassemble the equipment and access its operating system, accounts, and stored information for diagnostic, repair, testing, and verification purposes.

You are responsible for providing accurate symptom information, required passwords or access credentials, and any accessories reasonably needed for testing. Please remove unrelated accessories, media, and personal items before service. 208GEEK is not responsible for items that are not documented on the work order.

Estimates, Changes, and Approval

Telephone, text-message, email, or other preliminary estimates are non-binding and are intended only to provide a general expectation before physical inspection. A device may have concealed, intermittent, or additional problems that cannot reasonably be identified until diagnostic or repair work begins.

If the recommended scope or price materially changes, 208GEEK will explain the change and obtain your approval before performing additional chargeable work. Approval may be given orally, in writing, or electronically. If you do not approve the revised work, 208GEEK may stop service and charge only amounts previously authorized or otherwise applicable under these Terms.

In-Shop Flat-Rate Pricing

Flat-rate pricing covers labor required to diagnose, troubleshoot, repair, reinstall Windows, perform basic data transfers, and complete other services included within the selected repair category. Flat-rate labor is assessed per computer, per device, and per repair request. Parts, software licenses, subscriptions, shipping, taxes, and third-party services are additional unless specifically included in writing.

\$150 — Standard Repair. Most routine desktop and laptop repairs, including common software problems, tune-ups, malware cleanup, Windows reinstallation, routine hardware replacement, and basic data transfers. Gaming or custom-built computers, physical or liquid damage, advanced data recovery, and extensive repairs are excluded.

\$200 — Advanced/Gaming Repair. The typical tier for gaming and custom-built computers, complex diagnostics, cooling or fan work, GPU or power-supply issues, cable management, multiple components, drive cloning, extensive data transfer, physical or liquid damage, or extended testing that does not require a major rebuild.

\$250 — Rebuild/Extensive Repair. Major work requiring extensive disassembly or rebuilding, including motherboard replacement, case swaps, full teardown and reassembly, or substantial multi-component work.

\$75 — Diagnostic/Non-Repair. This charge may apply when a computer cannot reasonably be repaired because of age, obsolescence, extensive damage, or unavailable parts, or when the estimated repair cost is too high relative to the computer's value and the Customer chooses not to proceed. At 208GEEK's discretion, it may also be the only charge for a minor diagnostic or simple repair. No separate diagnostic charge is added when 208GEEK completes the approved flat-rate repair on that computer.

208GEEK determines the appropriate category based on device condition, required work, and repair complexity. Additional unrelated repairs or services are outside the original flat rate and require Customer approval. Unusual services, including advanced data recovery, are quoted separately.

Replacement Parts and Deposits

Before ordering a part, 208GEEK will explain the part, its purpose, its price, and the expected delivery window. Delivery dates are estimates because carrier and supplier delays are outside 208GEEK's control. If you retain the device while an approved part is ordered, 208GEEK may require a deposit equal to the part cost. Once a special-order part has been ordered, that deposit is non-refundable except when the order is canceled by 208GEEK or the part cannot be supplied.

Parts purchased for a repair may not be exchanged for an upgrade or returned for credit after installation unless 208GEEK agrees otherwise in writing. On request made before service, removed parts will be returned when reasonably available, except parts subject to a manufacturer warranty, exchange, core return, or disposal requirement.

Customer-Supplied Parts

Customer-supplied parts are used at the Customer's risk. 208GEEK does not warrant their condition, compatibility, performance, or fitness and does not provide a warranty for labor or damage attributable to a defective, counterfeit, incorrect, or incompatible Customer-supplied part. This limitation does not apply to liability that cannot lawfully be excluded.

Repair Scheduling and Rush Service

Estimates and repairs are generally handled on a first-come, first-served basis. 208GEEK often provides an estimate within 24 hours and completes many repairs within 24 to 48 hours, but these are targets only and not guaranteed completion times. Device condition, parts availability, data volume, job volume, and specialized work may cause delay.

Rush Service, when accepted and paid for, moves a device ahead in the active repair queue. It does not guarantee a specific completion time, parts-delivery time, or successful repair.

Payment

Payment is due upon completion or pickup unless 208GEEK agrees otherwise in writing. 208GEEK accepts major credit cards and cash and may accept checks for onsite appointments or established Customers. Deposits may be required for printers, new-computer purchases, special-order parts, data-recovery materials, or other quoted services. 208GEEK may retain possession of serviced property until authorized charges are paid, subject to applicable law.

Pickup, Storage, and Unclaimed Equipment

You must promptly pick up equipment after notice that service is complete, declined, or discontinued. 208GEEK will ordinarily hold equipment for 30 days after its first pickup notice. If equipment remains unclaimed, 208GEEK may assess disclosed storage charges and exercise any lien, sale, disposal, or other remedy available under applicable law, including any required waiting period and notice. Equipment does not automatically become 208GEEK property merely because 30 days have passed.

Data, Backups, and Credentials

You are solely responsible for maintaining a current backup before service. Repair, diagnosis, malware removal, operating-system work, storage-device failure, and ordinary testing can result in data loss, corruption, alteration, or disclosure. Although 208GEEK uses reasonable care, it does not guarantee the availability, integrity, security, or successful preservation of data or software.

If 208GEEK identifies a known material risk of data loss, it will attempt to notify you and may offer backup or recovery services at additional cost. You authorize temporary use of credentials and access to data only as reasonably necessary to

perform and verify the requested service. Remove or separately protect highly sensitive information when practicable.

Data Recovery

Data recovery is uncertain and may take longer than ordinary repair. Unless a written estimate states otherwise, 208GEEK does not charge a recovery fee when no requested data is successfully recovered. If another provider has previously attempted recovery, 208GEEK may require a non-refundable diagnostic deposit because prior work can materially increase difficulty. Devices beyond 208GEEK's capabilities may be referred to a specialized recovery provider, whose charges and terms are separate.

Limited Warranty

Unless a written estimate or work order states otherwise, completed shop repairs include a one-year limited warranty on labor and new parts supplied by 208GEEK. Used or refurbished parts are covered for 30 days unless a longer period is stated in writing. Coverage applies only to the specific symptom and work identified on the original work order. At 208GEEK's option, the exclusive warranty remedy is re-performance of the covered labor, repair of the covered work, or replacement of a covered part with a comparable part.

The limited warranty does not cover:

- Customer-supplied parts, or labor and damage attributable to those parts;
- software, malware, virus removal, wireless-network conditions, or third-party services;
- new or unrelated symptoms, ordinary wear, or failure of a component not repaired or replaced by 208GEEK;
- physical, liquid, electrical, environmental, accidental, or intentional damage;
- failure caused by misuse, negligence, improper power, harmful software, or unsupported configuration;
- equipment opened, altered, repaired, or modified by anyone other than 208GEEK after the covered repair; or
- repairs for physical or liquid damage, including adhesive or epoxy repairs, unless expressly warranted in writing.

To request warranty service, notify 208GEEK during the applicable warranty period and allow a reasonable opportunity to inspect the equipment. Warranty coverage is void to the extent post-service damage, tampering, modification, or another excluded cause contributed to the claimed failure.

Manufacturer Warranties

Service by an independent repair provider may affect a manufacturer or seller warranty. 208GEEK will try to identify known concerns but cannot determine or guarantee another company's warranty position. You should confirm warranty requirements with the manufacturer before authorizing service. Manufacturer warranty coverage is provided solely by the manufacturer under its own terms.

Disclaimer and Limitation of Liability

EXCEPT FOR THE EXPRESS LIMITED WARRANTY ABOVE AND TO THE MAXIMUM EXTENT PERMITTED BY LAW, SERVICES ARE PROVIDED "AS IS,"

AND 208GEEK DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, 208GEEK SHALL NOT BE LIABLE FOR LOST OR CORRUPTED DATA, LOST SOFTWARE, LOST PROFITS, LOSS OF USE, BUSINESS INTERRUPTION, OR INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE, OR CONSEQUENTIAL DAMAGES. 208GEEK'S AGGREGATE LIABILITY ARISING FROM A PARTICULAR SERVICE SHALL NOT EXCEED THE AMOUNT PAID TO 208GEEK FOR THAT SERVICE. THESE LIMITATIONS DO NOT APPLY TO LIABILITY THAT CANNOT LAWFULLY BE LIMITED OR EXCLUDED.

General Terms

These Terms, together with the applicable estimate or work order, constitute the agreement for the service and supersede prior discussions about that service. If any provision is unenforceable, it will be enforced to the maximum extent permitted and the remaining provisions will continue in effect. A waiver on one occasion is not a continuing waiver. Idaho law governs, without regard to conflict-of-law rules, except where applicable law requires otherwise. 208GEEK may revise these Terms prospectively; the version accepted with an existing work order continues to govern that work order unless the parties agree otherwise.

PART II — PRIVACY POLICY

This Privacy Policy describes how 208GEEK collects, uses, and discloses personal information through its website, communications, shop, and service activities. "Personal information" means information that identifies, relates to, or can reasonably be associated with an individual. It does not include information that is lawfully public or reasonably de-identified.

Information We Collect

Information you provide. We may collect your name, email address, telephone number, mailing or service address, service requests, device and account information, communications, transaction and invoice information, and other information you provide through forms, calls, messages, or in-person interactions.

Service and device information. When necessary to perform requested work, we may access device identifiers, configuration information, system logs, user accounts, credentials you provide, and files or other content stored on or available through the device.

Website and log information. Our website and related technologies may collect Internet Protocol address, browser type and version, screen resolution, pages viewed, visit sequence, interactions, date and time, referring page, search queries used to find the site, and location information you choose to provide.

How We Use Information

We may use personal information to:

- provide, diagnose, repair, test, support, invoice, and improve services;
- respond to questions, comments, service requests, and warranty claims;

- send confirmations, estimates, invoices, service updates, administrative messages, and requested communications;
- understand website use and improve operations, marketing, and customer experience;
- detect fraud, protect customers and systems, manage risk, and enforce legal rights; and
- comply with law, legal process, and recordkeeping obligations.

Cookies and Interest-Based Advertising

Cookies and similar technologies store or recognize information about website use and may support functionality, analytics, and advertising. Most browsers allow you to reject or limit cookies, although some website features may not function properly. Third parties may use cookies or similar technologies to provide advertising based on browsing activity, and that advertising may appear on 208GEEK's website or elsewhere.

How We Disclose Information

208GEEK may disclose personal information:

- to affiliated companies and service providers that support operations, communications, technology, analytics, advertising, payment, or customer service;
- when reasonably necessary to protect the rights, property, safety, or security of 208GEEK, its customers, personnel, contractors, or others;
- to detect or prevent fraud, manage risk, enforce agreements, or comply with law or legal process;
- at your direction or with your consent; or
- in connection with a merger, financing, reorganization, sale of assets, or other business transaction.

Security

208GEEK uses reasonable administrative, technical, and physical measures appropriate to the nature of the information it handles. No method of transmission, electronic storage, or device repair is completely secure, and 208GEEK cannot guarantee absolute security.

Access and Choices

You may contact 208GEEK to request access to, correction of, or deletion of personal information associated with you, or to ask how it is used. 208GEEK may need to verify your identity and may retain information when permitted or required by law, for security, to complete transactions, or to establish or defend legal claims. Cookie preferences may be managed through your browser. You may ask to stop receiving optional marketing communications while continuing to receive service and administrative messages.

Policy Changes and Contact

208GEEK may update this Privacy Policy from time to time. The effective date above identifies the current version. Questions or privacy requests may be sent to support@208geek.com or mailed to 208GEEK, LLC, 3330 N. Meridian Rd., Suite 150, Meridian, Idaho 83646.