208GEEK Flat Pricing Terms of Service

Effective November 30, 2026 | Version 5

Flat Pricing Guide

208GEEK uses predictable flat-rate shop labor and hourly onsite labor. One appropriate shop labor tier applies to the complete approved scope on one computer. Standard, Advanced/Gaming, and Rebuild/Extensive rates are not stacked for separate symptoms on the same computer. Parts, licenses, subscriptions, shipping, taxes, third-party services, unusually burdensome data work, and separately approved services are additional unless the estimate states otherwise.

If the scope or price materially changes, 208GEEK will explain the recommendation, provide an updated estimate, and obtain approval before additional chargeable work begins. A final price may be lowered without additional approval.

Shop Flat-Rate Pricing

- **Standard Shop Flat Rate - $150.** Standard non-gaming software or service, routine virus or malware removal, Windows reinstall without requested data preservation, ordinary maintenance, and straightforward component work such as SSD, RAM, battery, fan, modular charging-jack, or power-supply replacement. Routine virus or malware removal alone remains $150 even on a gaming/custom computer.
- **Advanced/Gaming Shop Flat Rate - $200.** Normal completed service for gaming or custom-built computers; established advanced standard-computer repairs such as screen, keyboard, hinge, motherboard, liquid-damage inspection, or supported CPU/laptop thermal-paste work; and a standard repair or reinstall with normal requested data preservation.
- **Rebuild/Extensive Shop Flat Rate - $250.** True teardown or rebuild work, gaming motherboard replacement, case replacement, or a complete custom build using client-supplied parts. It is not an automatic next tier for an ordinary standard-computer repair.
- **Diagnostic/Non-Repair - $75 standard or $150 gaming/custom.** Applies when no billable repair is completed, subject to complimentary diagnostics on computers sold by 208GEEK and applicable plan terms. No separate diagnostic charge is added when an approved flat-rate repair is completed.

If the only in-shop action required is plugging in the computer, turning it on, and confirming normal operation, 208GEEK may waive the diagnostic charge as a goodwill courtesy. This discretionary waiver does not apply when meaningful troubleshooting, configuration, disassembly, repair, updates, testing, or data work is performed.

Client-Supplied Builds and Added Work

- An unfinished, failed, or client-supplied-parts custom build is normally $250 labor plus parts.
- If a defective, incompatible, counterfeit, damaged, or otherwise problematic client-supplied part causes additional diagnostic work, $75 may be added once per job after approval.
- If backup or transfer for a client-supplied-parts build materially increases the work, $75 may be added after approval. Reusing an existing system drive normally requires this data-work addition. The defective-part and data-work additions are independent and may both apply.

Unsupported Cooling and Graphics Card Work

208GEEK does not accept or service a computer containing custom open-loop liquid cooling, even when the requested work appears unrelated to the loop. Factory-sealed AIO or closed-loop cooling remains supported within capability. 208GEEK does not disassemble graphics cards or replace GPU thermal paste, liquid metal, thermal pads, or other GPU thermal-interface material. Supported CPU and appropriate laptop thermal-paste service remain available within capability.

Data Transfer and Recovery

A healthy, readable standalone transfer between standard computers is normally $150. When a standard-computer repair, reinstall, or drive replacement includes normal requested data preservation and restoration, the complete labor scope is normally $200 plus parts. Gaming computers remain normally $200. Installed games are not transferred or installed. Unusual data volume, corruption, read errors, or transfer difficulty may require additional approved pricing.

Data recovery is uncertain. In-house recovery may be quoted up to $250 when the condition genuinely requires recovery work. Unless a written estimate states otherwise, no recovery fee is charged when no requested data is successfully recovered; however, a whole computer with no completed repair may still incur the applicable diagnostic charge. Advanced failed-drive recovery may be referred to a specialist whose charges and terms are separate.

Residential Onsite Service

- **Residential onsite labor - $150 per hour.** One-hour minimum, then 15-minute increments rounded up to the next quarter hour. Labor is not taxed; parts and taxable devices are additional.
- Ordinary appointments are scheduled in approximately two-hour calendar blocks. Longer work may continue with client approval when scheduling allows or may require a longer appointment, return visit, or shop completion.
- Billing begins when the technician arrives and ends when the technician finishes and leaves. Travel time is not labor. Onsite waiting time counts when the technician must remain committed to the appointment; time away does not count when the technician leaves while a long process runs.
- A repeated symptom does not automatically create a free callback. Printer, Wi-Fi, ISP, third-party-service, update, client-change, new-failure, and different-cause issues remain billable unless management confirms that 208GEEK is correcting its own work or completing genuinely covered warranty service.

Onsite-to-Shop Work

For ordinary residential work outside a plan, bill actual onsite time plus applicable approved shop labor and parts. Return transportation or a simple handoff is not labor. Actual reconnection, setup, or troubleshooting on return is billable as part of the same job without imposing a second one-hour minimum.

Home Tech Care Plan

Beginning November 30, 2026, Home Tech Care provides five prepaid residential labor hours for $600. Hours are valid for two years and may be used for qualifying onsite, remote, and in-shop work across supported computers and devices in the purchasing household. The plan includes priority scheduling when comparable residential openings are available but does not guarantee same-day, emergency, or after-hours service or displace confirmed appointments.

- Onsite work uses a one-hour minimum, then 15-minute increments. Remote and shop work use actual active technician labor in 15-minute increments. Unattended shop processing does not count while the technician is free to perform other work. If multiple technicians materially work on a job, combined active labor is deducted. Travel time is not deducted.
- A qualifying normal Shop Delivery after plan-covered shop work deducts 0.50 hour. If the delivery expands into substantive onsite work, the half-hour deduction is replaced with actual onsite time subject to the normal one-hour minimum.
- When a balance is exhausted, the client may renew or pay the regular $150 hourly rate. Any remaining balance is applied first. A renewal starts a new five-hour balance and a new two-year term. Parts, hardware, licenses, subscriptions, shipping, taxable devices, and third-party services remain additional.
- Home Tech Care is residential and household-specific. Hours may not be sold, gifted, or transferred to another household without management approval. Purchases are nonrefundable once service begins; unused hours expire after two years and have no cash value, subject to management-approved exceptions.
- Existing visit-based Home Tech Care purchases remain governed by the accepted terms under which they were purchased until used or expired. They are not automatically converted to hours.

Residential Shop Delivery

Shop Delivery - $75. Available only when the same residential computer has qualifying paid shop labor. It includes delivery and normal setup of that computer in the client's existing environment, including ordinary reconnection and account configuration. A computer sale by itself does not qualify. Substantive onsite data transfer, pre-existing network or Wi-Fi repair, substantial account recovery, unrelated-device work, or other expanded service is billed as residential onsite labor instead of stacking the $75 delivery charge. Covered warranty and plan rules may provide different treatment.

Splashtop Shield When Separately Offered

Splashtop Shield is not part of active pricing and is not included unless it is separately offered by 208GEEK and appears on an accepted estimate, invoice, or enrollment document. When offered, availability remains subject to device and operating-system compatibility.

- The planned Home Tech Care benefit covers one compatible primary computer during the active enrollment term. Planned standalone and additional-computer coverage is $75 per computer for a two-year term. Each paid computer has its own expiration date.
- Coverage may transfer to a replacement computer without restarting or extending the original expiration date; coverage on the old computer ends when transferred.

- Installation is included only when performed during other billable work. A visit or remote session requested solely for installation is separately billable or deducts plan time. Shield licensing does not include general support, remediation, Windows repair, account recovery, or unrelated labor.
- Once activated, Shield purchases are nonrefundable and are not prorated for early removal. Depleting Home Tech Care labor hours does not end included Shield coverage before the enrollment expiration. An early Home Tech Care renewal begins a new two-year enrollment term; separately paid Shield licenses keep their own expiration dates.

Business Services

- Business onsite support - $180 per hour, with a one-hour minimum and 15-minute increments thereafter.
- Business prepaid retainer - 5 hours for $750 or 10 hours for $1,500. Standard validity is two years. Business MSA usage is governed by the current MSA Terms and Conditions.

Warranty and Additional Terms

- Parts, software licenses, subscriptions, shipping, taxes, and third-party services are not included unless specifically stated. Additional work beyond the approved scope requires approval before it begins.
- Unless the estimate 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. Customer-supplied parts are not warranted; 208GEEK workmanship remains covered.
- Qualifying MX/custom desktops built by 208GEEK carry a five-year limited hardware warranty. Qualifying Dell laptops sold by 208GEEK carry a two-year limited hardware warranty. The original invoice and complete warranty terms control.
- All computers sold by 208GEEK receive complimentary lifetime diagnostics. Free diagnosis does not make noncovered repairs, software work, data work, or client-caused problems free.
- Genuinely covered warranty service on qualifying 208GEEK-sold computers consumes no Business MSA or Home Tech Care time. Unrelated or noncovered work remains billable or deductible.
- Printer and Wi-Fi configuration or troubleshooting carries no implied continuing service warranty. A later or recurring issue is not automatically a free callback unless 208GEEK failed to complete the approved work or management approves a correction.

Service-Scope Reminders

208GEEK does not perform soldering or board-level repair, pull or run cable, drill or create property penetrations, repair printers or monitors, repair Apple hardware, repair gaming consoles, or perform physical phone or tablet repair. Supported setup, software, networking, and onsite work remains subject to the approved estimate and current service boundaries.

These terms apply prospectively to transactions accepted on or after November 30, 2026. An earlier accepted estimate, work order, warranty, or terms document continues to govern that transaction unless the parties agree otherwise in writing.

Questions or service: 208-345-3999 | support@208geek.com | 208geek.com