



208GEEK.COM

Terms and Conditions of Service (TOS)

Estimates

208GEEK provides estimates on all supported products, however some devices might require a quoted estimate fee due to the difficult, time-consuming, or technical nature of diagnosing them. Estimates are typically given over the phone, in a text, or by email; either by a manager or technician, but can occasionally take over 24 hours due to job volume, the specific problem, difficulty of estimate, and specialized nature of some devices. Over-the-phone estimates are non-binding. Any estimate given over the phone is intended to give a quote only so that our customers can have some idea of what to expect, but quotes are only given after we have physically looked at the device in question, we cannot offer an accurate or binding estimate without seeing the device first.

While we try to be as thorough as possible with all estimates, we do not guarantee that our estimate is all-inclusive and final. Often, it is incredibly difficult or impossible to identify every problem affecting a device until some work is performed. Our estimates may evolve or change while servicing your device. If our technicians need to update the estimate, we will let you know as soon as possible why it has changed, and request permission to continue the service. If there are ANY changes on your estimate, we will ALWAYS let you know immediately, and all changes MUST be approved by you before we move on with any work. Our initial estimate will always remain valid within the scope of the services it was originally attached to, though we may advise you that the original service may have become unnecessary or unlikely to resolve the issue.

Limited Warranty

All service performed by 208GEEK, LLC technicians in our facility (except those listed in the warranty exclusions section, below), using parts purchased by 208GEEK, to fix a specific symptom or device issue is guaranteed for 30 days from the date of the service. If multiple issues or symptoms are addressed by a repair, all are covered by the 30-day guarantee period. The guarantee does not cover issues that may develop within the guarantee period that are not related to services performed or to the original issue or symptom diagnosed and repaired. 30-day guarantee does not include issues that arise as the result of the customer.

All parts obtained by 208GEEK for service on your device are guaranteed for 1 year from the time of installation, and are covered under warranty. Parts purchased for a repair cannot be upgraded, or returned for credit. Parts are new unless explicitly stated otherwise. While we prefer using new parts as often as possible, on some occasions only used or refurbished parts are available, especially for older devices. Used and refurbished parts are still covered under the 208Geek Limited Warranty for 30 days.

Warranty Exclusions

We do not offer warranties or guarantees, explicit or implicit, on any of the following:

- Any service using parts not purchased through 208GEEK
- Any software issues, including virus removal
- Wireless network issues
- New symptoms/issues not directly tied to the original service within the 30-day guarantee period
- Installing new hardware or modifying existing hardware in the 30-day guarantee period voids the 208GEEK Limited Warranty
- Recurrence of original symptoms or issues caused by user error or negligence in the 30-day guarantee period, including but not limited to physical damage (drops, crushing, exposure to temperature extremes), liquid damage (spills on and liquid immersion of the device), electrical damage (improper grounding, contact with poorly performing or damaged electrical networks), and damage caused through installation or use of harmful software components (viruses, malware, spyware), voids the 208GEEK Limited Shop Warranty
- **NOTE: If your device is physically tampered with or damaged within the warranty period, the 208GEEK Limited Warranty is void. This includes but is not limited to cracked screens, dents to the casing, internal damage not present at time of original repair, attempts to open or modify the device, or any other action, accidental or intentional, that could cause our repair to fail.**

Replacement Parts Procedure

If a service requires parts to complete, we will contact and inform you of the need prior to ordering any parts. We will explain the part/parts needed, why it is necessary, any associated costs, and give an estimate of when the part will likely arrive. Due to shipping times being beyond our control, our estimate is a best guess and is not intended to guarantee arrival by a specific time. If you would like to hold on to your device until parts come in, a non-refundable deposit of full cost of part/parts is required upfront upon pick up. We will call you when part/parts come in to have you bring the device back in for repair.

208GEEK will generally use parts purchased by 208GEEK. However, due to our inability to verify that the parts are functional and will provide a good fit for your device, we will not warranty any parts not purchased by us.

Any replacement parts not supplied by 208GEEK are not covered by any kind of warranty or guarantee except as might be provided by the part manufacturer. By providing your own parts, you acknowledge that you understand and agree that any work we provide is not covered by the 208GEEK Limited Warranty or any other guarantee or assurance, explicit or implicit. You also agree to waive any liability for damage to your device caused by faulty parts or other part incompatibilities.

Manufacturer Warranty Repair

Some services performed by 208GEEK may void your manufacturer's warranty. Where we can, we will try to inform you before proceeding. Some manufacturers provide exemptions for professional repair shops, though we cannot guarantee in any way that yours will, nor do we have a list of manufacturers who do provide such exceptions. Always check with your manufacturer before bringing a device still under warranty in for repair work.

Estimate and Repair Time

Estimates and repairs will be handled on a first-come, first-served basis.

Due to the complicated nature of most modern electronics, we will often not be able to provide an exact estimate and diagnosis until we open the device and examine it thoroughly. In this circumstance, we try to provide an estimate within 24 hours of the device being left with us, however we do not make any guarantees, implicit or explicit, of the exact time until you receive a diagnosis and estimate. Diagnostic cost is a flat fee; however, we waive the fee upon approval of labor that is given to us by the client.

We pride ourselves on the speed of our repairs, however many of the factors that determine the length of your repair are beyond our control. As such, we will attempt to service your device as soon as possible in the order it was received. Many of our repairs are completed in 24-48 hours, however we offer no guarantees of how long your service will take. Any references to service times on our website or in promotional materials are our best estimates based on previous experience and are not meant to represent an exact time frame or offer any guarantees of service time.

For customers needing the quickest repair possible, Rush Service is available, and may incur an additional Rush Service Fee based on our current job volume and the complexity of your repair. Rush Service guarantees only that your device is moved to the top of our repair queue and that your device is looked at and serviced by a technician before any other devices which may have come in before yours. It is not to be taken as a contract, guarantee, or promise for any specific time frame in which your device is finished.

Equipment Storage and Handling

Due to storage concerns, we will hold on to devices for up to 30 days after we contact you to pick up your device. After that time, if we have not heard from you, we will consider your device abandoned and it will become property of 208GEEK. We cannot guarantee that your equipment will not be discarded after the initial 30-day period, so it is critical that you pick up your equipment on time or make arrangements with 208GEEK to store your equipment until you can pick it up.

Payment

208GEEK accepts all major credit cards and cash. We do not require upfront payment for estimates and diagnosis, except in the case of printers and new computer purchases, and will not ask you for a deposit unless we need to order parts and you elect to hold on to your device until parts come in, or if we need to order specialized parts for data recovery services.

Payment is due when you pick up your device and determine that the issue you brought it in for has been successfully resolved. 208GEEK does accept checks for on-site appointments or previous clients. Please have the full total due ready when you come to pick up your device, or at the end of an on-site appointment.

Data

208GEEK does not guarantee the security or safety of your data. While we take every precaution possible to make sure the integrity of your data is unaffected, we cannot assume liability for any lost data as a result of services performed by 208GEEK. If we are aware that a procedure may result in loss of data, we will inform you of the possibility, what data may be affected, and will offer to back your data up at an additional cost. However, due to the complex nature of electronic devices, we cannot in advance predict what may happen to your data in every situation. We strongly encourage you to back up any important files

and documents before you bring your device in for service. If the data drive in question is beyond our repair capability, we will advise that you contact a DATA RECOVERY SPECIALIST that will have to rebuild your drive to extract data. 208GEEK is not liable for any lost data, software, consequential damages, or economic loss of any kind.

Data Recovery services require highly specialized knowledge, tools, and parts. As such, please be advised that both estimates and services involving Data Recovery typically take longer than hardware-related service. 208GEEK will not charge you for any attempted recovery unless we manage to recover the data you are looking for, with the following exceptions:

- If a competing shop has attempted recovery prior to the device arriving at 208GEEK, we may charge a non-refundable deposit to cover the extra difficulty involved in attempting to fix any issues prior recovery attempts have caused.

Changes to This Policy

208GEEK reserves the right to make changes to this policy at any time. The last modified date of this policy is provided in the last paragraph of this policy. We will modify this date if we change this policy.

Privacy Policy

208GEEK or the term “us”, “we”, or “our” refers to the owner of this website (www.208geek.com). The term “you” refers to the user or viewer of this website. This page describes our policies about the use, collection, and disclosure of personally identifiable information.

While using our website, the website automatically collects your IP Address/location, other information from your internet browser as it provides, and information that is entered by the user into forms or fields on our website. Except as otherwise specified, we will only use your personally identifiable information for providing and improving the website and providing service within our stores or over the phone. By using our website, you agree to the collection and use of information in accordance with this policy.

Information Collection and Use

While using our website or visiting any of our stores, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you regarding questions, comments, services requested, product offers, service updates, send confirmations, invoices, updates, and support and administrative messages. Personally identifiable information refers to information that is connected to your name and may include things such as your e-mail address, mailing address, or telephone number.

Log Data

We may collect information that your browser sends us when you visit our website (“Log Data”). This Log Data can include information including but not limited to: your computer’s internet protocol address, browser type, browser version, and screen resolution, the pages of our website that you visit, the order in which you visited them, and any interactions you had with our website while visiting. We may also collect time and date stamps of your visit and other data regarding your usage of our site. We also collect information relating to any search queries you used to find our site, the location of the page that you came from, and any location information that you provide us. This data is primarily used to allow us to better our marketing and services in the future, but is not necessarily limited to that usage.

Cookies

“Cookies” is a term to describe information, which may include an anonymous unique identifier that the 208GEEK website places on the hard drive of your computer. Cookies remember information about your behavior on the website. Most internet browsers will allow you to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to view some pages or aspects of our website. 208GEEK participates in behavior-based advertising. This means that a third party may use technology (e.g., a cookie) to collect information about your use of our website so that they can provide advertising about products and services tailored to your interest. That advertising may appear either on our website, or on other websites.

Sharing

208GEEK may share your personally identifiable information with companies that are affiliated (that is, that control, are controlled by, or are under common control with 208GEEK.) There may be instances when 208GEEK may disclose personally identifiable information without providing you with a choice in order to protect the legal rights of 208GEEK, other affiliated companies or their employees, agents, and contractors; to protect the safety and security of visitors; to protect against fraud or for risk management purposes; or to comply with the law or legal process. In addition, if 208GEEK sells all or part of its business or makes a sale or transfer of assets or is otherwise involved in a merger or business transfer, 208GEEK may transfer your personally identifiable information to a third party as part of that transaction.

Security

No method of transmission over the Internet, or method of electronic storage, is 100% secure. While we will do our best as is reasonably possible to protect your Personal Information, we cannot absolutely guarantee its security.

Changes to This Privacy Policy

208GEEK reserves the right to make changes to this policy at any time. The last modified date of this policy is provided in the last paragraph of this policy. We will modify this date if we change this policy.

Access and Choice

208GEEK has implemented procedures that you may use to access, correct, or delete your personally identifiable information, or choose how your information is used. If you would like to know the types of information that 208GEEK collects from visitors to its website, please email us at the address listed below under “Contact Us”.

Contact Us

This policy was last modified on February 24th, 2023. If you have any questions about this Privacy Policy, please contact us at, support@208geek.com

REV: 2/2023