# TERMS OF SERVICE

## SERVICE TERMS AND PRIVACY POLICY

Effective November 30, 2026 | Version 4 | 208GEEK, LLC | 3330 N. Meridian Rd., Suite 150, Meridian, Idaho 83646

## PART I - SERVICE TERMS

These Terms govern repair, diagnostic, data, onsite, remote, plan, security-software, and related technology services provided by 208GEEK, LLC. By requesting, authorizing, or accepting services, the customer agrees to these Terms and the applicable estimate, invoice, enrollment, or work order. A written document expressly conflicting with these Terms controls only for that transaction.

### Service Authorization and Customer Responsibilities

You represent that you own the equipment submitted for service or are authorized by its owner. 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.

For shop service, bring the computer only. A laptop charger or power adapter, an all-in-one power cord, and job-required storage media are the limited exceptions. Do not bring monitors, printers, speakers, keyboards, mice, webcams, headsets, controllers, bags, cases, or other peripherals. 208GEEK tests with its own equipment and is not responsible for unaccepted items.

### Estimates, Changes, and Approval

Preliminary estimates are non-binding. Devices may have concealed, intermittent, or additional problems. If scope or price materially changes, 208GEEK will explain the change and obtain approval before additional chargeable work. If approval is unavailable, 208GEEK may stop service and charge amounts already authorized or otherwise applicable. A final price may be lowered without additional approval.

### In-Shop Flat-Rate Pricing

One appropriate flat-rate labor tier applies to the complete approved scope on one computer. Tiers are not stacked for separate symptoms on that computer. Parts, licenses, subscriptions, shipping, taxes, third-party services, unusually burdensome data work, and separately approved services are additional.

- **$150 - Standard Repair.** Standard non-gaming software/service, routine virus or malware removal, Windows reinstall without requested data preservation, ordinary maintenance, and straightforward component work. Routine virus or malware removal alone remains $150 even on a gaming/custom computer.
- **$200 - Advanced/Gaming Repair.** Normal completed gaming/custom-computer service, established advanced repair, or standard repair/reinstall with normal requested data preservation.
- **$250 - Rebuild/Extensive Repair.** True teardown/rebuild, gaming motherboard replacement, case replacement, or complete client-parts build.
- **$75 standard or $150 gaming/custom - Diagnostic/Non-Repair.** Applies when no billable repair is completed. No separate diagnostic is added to a completed approved repair. Computers sold by 208GEEK receive complimentary lifetime diagnostics; noncovered repairs remain billable.

### Client-Supplied Parts and Builds

Client-supplied parts are used at the customer's risk. 208GEEK does not warrant their condition, compatibility, performance, or fitness. Labor or damage attributable to a defective, counterfeit, incorrect, or incompatible client part is excluded from warranty. A 208GEEK workmanship error remains covered.

A client-parts build is normally $250 labor. If a problematic client part causes additional diagnostic work, $75 may be added once per job after approval. Materially increased build-related backup or transfer may add another $75 after approval; both additions may apply.

### Cooling and Graphics Card Limitations

208GEEK does not accept or service a computer containing custom open-loop liquid cooling, even when the requested work appears unrelated. 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 remains available within capability.

### Replacement Parts and Deposits

Before ordering a part, 208GEEK will explain the part, purpose, price, and expected delivery window. Delivery dates are estimates. A special-order deposit becomes non-refundable after ordering unless 208GEEK cancels the order or the part cannot be supplied. Installed parts may not be exchanged for an upgrade or returned for credit unless agreed in writing.

### Removed Parts and Storage Drives

On request made before service, removed non-storage parts will be returned when reasonably available, except parts subject to manufacturer warranty, exchange, core-return, or lawful disposal requirements. Client storage drives removed or replaced during service are routinely returned. A rare exception that would prevent return must be disclosed and approved before proceeding.

### Repair Scheduling and Rush Service

Estimates and repairs are generally first-come, first-served. Communicated turnaround times are targets, not guarantees. Device condition, parts availability, data volume, workload, and specialized work may cause delay. 208GEEK does not routinely advertise rush service. An exceptional rush arrangement, when approved, does not guarantee completion, delivery, or success.

### Residential Onsite and Plan Services

Residential onsite labor is $150 per hour with a one-hour minimum and 15-minute increments thereafter. Travel time is not labor. Home Tech Care, delivery, onsite-to-shop work, grandfathered visit balances, and optional Shield terms are governed by the current Flat Pricing Terms, accepted enrollment documents, and invoice-specific terms.

A repeated symptom is not automatically a free callback. Printer, Wi-Fi, ISP, third-party-service, update, client-change, new-failure, or different-cause issues remain billable unless management confirms that 208GEEK is correcting its own work or completing genuinely covered warranty service.

### Payment

Payment is due at completion or pickup unless agreed otherwise in writing. 208GEEK accepts major credit cards and cash and may accept checks for onsite appointments or established clients. Deposits or prepayment may be required, especially for custom systems and special orders. 208GEEK may retain serviced property until authorized charges are paid, subject to applicable law. A saved payment method is not authorization for a charge; each charge requires approval.

## Pickup, Storage, and Unclaimed Equipment

You must promptly pick up equipment after notice that service is complete, declined, or discontinued. 208GEEK ordinarily holds equipment for up to 90 days after first pickup notice and does not routinely charge storage fees. 208GEEK may contact you repeatedly and, after applicable notice and lawful process, exercise a lien, sale, disposal, or other available remedy. Equipment does not automatically become 208GEEK property merely because time has passed. Client storage devices in abandoned equipment will be destroyed rather than reused or resold.

## Data, Backups, and Credentials

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

If a known material risk is identified, 208GEEK may notify you and offer backup or recovery at additional cost. You authorize temporary use of credentials and access to data only as reasonably necessary. Temporary working copies are not a backup service and may be deleted at any time, commonly within approximately 30 days. Do not provide financial-account or cryptocurrency credentials for technician use.

## Data Recovery

Data recovery is uncertain and may take longer than ordinary repair. 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. Prior recovery attempts may require a non-refundable diagnostic deposit. Work beyond 208GEEK's capability may be referred to a specialist with separate charges and terms.

## Printer and Wi-Fi Configuration

Printer and Wi-Fi setup, configuration, or troubleshooting does not create an implied continuing service warranty. Later or recurring issues are not automatically free callbacks. Normal service charges apply unless 208GEEK failed to complete the approved work or management approves a correction or goodwill exception.

## Limited Warranty on Completed Repairs

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

The limited warranty does not cover customer-supplied parts or labor and damage attributable to them; software, malware, virus removal, wireless-network conditions, or third-party services; new or unrelated symptoms; ordinary wear; physical, liquid, electrical, environmental, accidental, or intentional damage; misuse, negligence, improper power, harmful software, unsupported configuration, or damage caused by overclocking, overvolting, or unsupported BIOS, firmware, voltage, or performance changes; later third-party alteration to the extent it contributed to failure; or physical/liquid-damage repairs unless expressly warranted.

Use of XMP or EXPO alone does not exclude an unrelated failure. Exclusions apply when the excluded condition caused or contributed to the claimed defect. Notify 208GEEK during the applicable period and allow a reasonable inspection opportunity.

## 208GEEK-Sold Computers and Returns

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. Coverage begins on the original purchase date, is non-transferable, and applies only when the invoice identifies the qualifying computer. The original written warranty controls.

Covered hardware defects under normal use include reasonable diagnosis and repair or replacement labor. New, refurbished, or reconditioned comparable parts may be used. Software, operating-system, settings, licensing, malware, data, accident, misuse, liquid, electrical, environmental, poor-maintenance, peripheral, and third-party-caused problems are excluded unless directly resulting from a covered hardware defect. Replacement parts or computers retain the balance of the original warranty term.

Genuinely covered warranty service on qualifying computers consumes no Business MSA or Home Tech Care time. Unrelated or noncovered work remains billable or deductible. Qualifying new-computer returns are accepted within 14 calendar days after delivery, subject to a 15% restocking fee. The computer must be in new, resalable condition with all originally provided items. Setup, configuration, data-transfer, and other labor charges are non-refundable.

## Manufacturer Warranties

Independent repair may affect another manufacturer's or seller's warranty. 208GEEK will try to identify known concerns but cannot determine or guarantee another company's position. Confirm requirements with the manufacturer before authorizing service.

## 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 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, PROFITS, USE, OR BUSINESS INTERRUPTION, OR INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE, OR CONSEQUENTIAL DAMAGES. LIABILITY ARISING FROM A PARTICULAR SERVICE SHALL NOT EXCEED THE AMOUNT PAID FOR THAT SERVICE. THESE LIMITATIONS DO NOT APPLY WHERE LIABILITY CANNOT LAWFULLY BE LIMITED OR EXCLUDED.**

## General Terms

These Terms, together with the applicable estimate, invoice, enrollment, or work order, constitute the agreement for the service and supersede prior discussions about that service. If a provision is unenforceable, the remainder continues in effect. Idaho law governs without regard to conflict-of-law rules, except where applicable law requires otherwise. A waiver once is not continuing. 208GEEK may revise these Terms prospectively; the version accepted with an existing transaction continues to govern unless the parties agree otherwise in writing.

# 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 identifies, relates to, or can reasonably be associated with an individual. It does not include lawfully public or reasonably de-identified information.

## Information We Collect

**Information you provide.** Name, email address, telephone number, mailing or service address, service requests, device and account information, communications, transaction and invoice information, and information supplied through forms, calls, messages, or in-person interactions.

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

**Website and log information.** 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

- 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, enforce legal rights, and comply with law and recordkeeping obligations.

## Cookies and Interest-Based Advertising

Cookies and similar technologies may store or recognize information about website use and support functionality, analytics, and advertising. Most browsers allow cookie rejection or limitation, although some site features may not function properly. Third parties may use similar technologies to provide advertising based on browsing activity.

## How We Disclose Information

208GEEK may disclose personal information to affiliated companies and service providers supporting operations, communications, technology, analytics, advertising, payment, or customer service; when reasonably necessary for safety, security, fraud prevention, risk management, legal process, or enforcement; 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 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 stop optional marketing communications while continuing to receive service and administrative messages.

## Policy Changes and Contact

208GEEK may update this Privacy Policy prospectively. 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.

These Terms apply prospectively to services 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.