

Terms of Service, Refund Policy & Non-Refundable Fees and Charges:

1. Acceptance of Terms

By engaging in the services of Bobby's Core Tech Solutions for any diagnostic, repair, or cybersecurity assistance, the Client hereby agrees to be legally bound by the following terms and conditions. **By using our services, you agree to be bound by these terms.**

2. Authorization and Access

The Client expressly authorizes Bobby's Core Tech Solutions to access relevant hardware, operating systems, and files solely for the execution of the requested technical services. The Client represents that they are the lawful owner of the device or have been authorized by the owner to consent to these services.

3. Data Responsibility and Backup

The Client bears exclusive responsibility for ensuring that all data is appropriately backed up prior to the commencement of any service engagement. Bobby's Core Tech Solutions disclaims any liability for data loss, software corruption, or hardware malfunction that may arise during repair activities.

4. Limitation of Liability

BOBBY'S CORE TECH SOLUTIONS'S TOTAL LIABILITY TO THE CLIENT FOR ANY AND ALL CLAIMS ARISING OUT OF THIS ENGAGEMENT SHALL NOT EXCEED THE TOTAL AMOUNT PAID BY THE CLIENT FOR THE SPECIFIC SERVICE RENDERED. WE SHALL NOT BE HELD LIABLE FOR DAMAGES, LOSSES, OR DISRUPTIONS RESULTING FROM CIRCUMSTANCES BEYOND OUR REASONABLE CONTROL, INCLUDING BUT NOT LIMITED TO:

PRE-EXISTING HARDWARE DEFECTS OR LATENT DAMAGE MANIFESTING DURING STANDARD PROCEDURES.

ACTS OF NATURE, ELECTRICAL SURGES, OR POWER FAILURES.

MALFUNCTIONS INVOLVING THIRD-PARTY SOFTWARE, OS UPDATES, OR FIRMWARE.

EMERGENT CYBERSECURITY BREACHES, ZERO-DAY EXPLOITS, OR INCIDENTS OF SOCIAL ENGINEERING OCCURRING SUBSEQUENT TO THE COMPLETION OF SECURITY SERVICES.

DELAYS OCCASIONED BY SHIPPING CARRIERS OR PART AVAILABILITY.

5. Service Guarantee and Refunds

Labor Guarantee: A thirty (30) day labor guarantee is provided for the specific issue addressed. Should the issue reoccur within this period, necessary corrective labor will be rendered at no additional cost to the Client.

Refunds: Labor fees are non-refundable once service has been rendered. Hardware and parts are subjected exclusively to the manufacturer's warranty and are not eligible for refund through Bobby's Core Tech Solutions.

6. Abandonment of Property

Hardware unclaimed within thirty (30) days following the third and final contact attempt via the Client's provided email or phone number shall be deemed legally abandoned. Bobby's Core Tech Solutions reserves the right to dispose of or sell abandoned hardware at its sole discretion to recover costs associated with labor, parts, and storage. Any proceeds from a sale exceeding the total balance due shall be handled in accordance with Michigan's Uniform Unclaimed Property Act.

7. Diagnostic Assessment & Fees

A non-refundable Diagnostic Fee is required for all intake services to cover technical evaluation and bench time.

- **Minimum Fee:** The base Diagnostic Fee starts at \$50.00.
Variable Pricing: For specialized services—including but not limited to Cybersecurity Hardening Audits or Advanced Custom Build Consulting—the Diagnostic Fee may be higher. The specific fee will be quoted to and agreed upon by the Client prior to the commencement of any work.
- **Service Credit:** If the Client elects to proceed with the recommended repair or service, 100% of the paid Diagnostic Fee will be applied as a credit toward the final labor costs.
- **Finality:** This fee is non-refundable, regardless of whether repair is performed or if a device is deemed "Beyond Economical Repair" (BER). Payment of this fee entitles the Client to a formal estimate and summary of findings.

8. Labor Rates & Emergency Services

Standard Hourly Rate: Service labor is billed at a rate of \$125.00 per hour.

Minimum Labor Charge: A one-hour minimum charge applies to all service calls and repairs, regardless of the actual time required to complete the fix.

Emergency / Rush Rate: Repairs requiring immediate priority or service outside of standard business hours are billed at \$250.00 per hour.

Emergency Minimum: Emergency services are subject to a one-hour minimum charge, regardless of the duration of the repair.

Exclusions: Labor rates apply strictly to technical time and expertise. Hourly charges do not apply toward the cost of hardware parts, software licenses, or third-party shipping fees, which are billed separately.