

## Bonus Life Computers

Vintage Computer Restoration, Service & Sales

## www.bonuslifecomputers.com

Repair & Reconditioning Agreement, Terms & Conditions

NOTE: DO NOT SEND ITEMS TO US TO REPAIR WITHOUT CONTACTING US FIRST. If we don't have expertise repairing or reconditioning your item, we won't waste your time or money trying!

We're happy to help you get your device back in working order or recondition it to as close to as-new as possible. That's what the Bonus Life for these Computers is all about! Here are the terms of our service:

- You pay for shipping the item to us. Package it well! We are not responsible for damage in shipping TO us.
- The evaluation fee is \$40 for items under 15 pounds and \$80 for items over 15 pounds, plus *return shipping cost*. Customers outside of the United States will be charged an evaluation fee on a case-by-case basis. You don't pay this fee until *after* the system is evaluated. We'll include it with your final repair cost so you only pay us once.
- No matter how long it takes, we'll determine the repair costs for your item for the flat rate fee mentioned above. You will never pay more than \$40 (or \$80 for heavy items) plus return shipping, without agreeing to it!
- We do diagnostics as efficiently as possible. Generally, this involves using commercial test cartridges, checking voltage regulators and clock crystals on an oscilloscope, "piggybacking" RAM, and swapping out socketed chips and power supplies with known good units. Usually, we can determine the problem quickly. IF in the process of diagnosing your item, we repair it (which OFTEN happens), we will leave the repair in place and notify you of the parts cost for the repair. You will not be charged an additional labor fee in this case, only the parts cost and the original evaluation fee. Fingers crossed!
- When an evaluation is made, you will receive an email with a detailed labor and parts estimate for repairs. Our standard labor charge is \$60/hour. *Our estimates are "not to exceed" estimates.* You will never pay more than the estimate, no matter how long the repair actually takes us.
- If we can't get your item working again, you will pay only the original evaluation fee, no matter how much time we put into trying.
- If you are requesting reconditioning, we will disassemble your item completely, then clean all circuit boards, lubricate moving parts, inspect capacitors, check chips for overheating (impending failure), run full diagnostics, clean cases thoroughly, and (optionally upon request) retrobrite yellowed plastic cases and keys. If you request retrobrite service, we DO NOT warranty the final condition of the plastics!
- All repairs are warrantied for 90 days, just like our reconditioned units.
- If your item is irreparable or the cost of repairs exceed the cost of a new or reconditioned unit of the same type, you will have the following options:
  - o Pay the \$40/\$80 evaluation fee (plus shipping) and receive your unit back.
  - or Receive a "core credit" toward purchase of a reconditioned unit, or general store credit. The
    amount of the core credit will be the wholesale value of salvageable parts in your item.
  - or If the "core credit" does not exceed \$40/\$80, you can simply not pay the evaluation fee and we'll keep the item. No hard feelings! Our loss.

If you'd like to proceed, fill in your unit's make	e, model and serial number.	Sign and date this page,	and include it in your
shipping box when you send the item to us. $$ $$ $$ $$ $$ $$	hank you for your business!		

Component Make & Model:	Serial Number:	er:	
Your printed name:	Signature:	Date:	