



Customer Post-Work Information Sheet

Thank you for using PC Paramedic Computer Services. Your satisfaction is our primary goal.

Although the vast majority of repairs, new installations, and computer work go smoothly, it is the nature of the business and current state of technology that sometimes customers may experience problems or have questions after the job has been completed, or after a new installation of computer hardware/software has been effected.

We pride ourselves on our comprehensive warranty support for all work we do.

If a problem does arise that is of no fault of your own, we will service it at no additional cost within the warranty period.

Often, what may appear at first occurrence to be a real problem, is actually only an artifact of normal computer operations and responses.

Sometimes it may appear that a computer is acting slow, when in fact such response is due to an internet connection delay, which can be caused by the website, or the email server, or the internet service provider's connection. Such sluggishness is not a problem with your computer, but due to services provided outside of your computer. (Generally, if programs that have nothing to do with the internet start and run smoothly (such as a MS Word, Acrobat Reader, or a picture editing program), then such delays are likely a problem with the internet connection.)

Other times a computer may seem to be acting strangely, when in fact such behavior is normal, and the computer may be responding to something the customer is not aware of, or the customer may not be familiar with some normal aspect of the computer's response to new software or circumstance.

On occasion a computer may express an interim, but non-significant, error response to an unusual program activity or circumstance. Such errors often are fleeting in nature and correct themselves without repeating or consequence.

Post work problems also sometimes occur when the customer makes changes to the computer after we service the computer; such changes may be:

1. Installation of new software.
2. Installation of new or additional hardware.
3. Unsafe internet browsing or email practices, permitting malicious software installs itself with minimal knowing permissions from the user.
4. Misusage of firewall settings or antivirus utilities by customer (e.g. disabling, settings changes).
5. Operating System (e.g. Windows) settings changes or rearrangements.

Unfortunately, such modifications are not covered by our warranty, although we will do what we can.

(Our repair or installation work is warranted for two months after the job is completed. New equipment parts are warranted by us for 1 year for replacement. Additional warranty time is available via Penn Warranty Company)

Please be aware, we do not manufacture computer hardware subcomponents (e.g. motherboards, hard drives, modems, etc.) As with any mass manufactured device, occasionally hardware defects can and do occur, and we have limited control over such occurrences. The best we can do in such events is to provide a replacement at no cost to you, within warranty limits.

If you have any questions or problems related to work or equipment we have installed or serviced, please do not hesitate to call or email with your concerns or questions. Customers are counseled to contact us as soon as possible upon experiencing any problem, as delays can compound simple problems.

Above all, be assured that when you engage us to handle your computer needs, we are here to help. Just let us know of your questions, and we will make all reasonable effort to address any concerns.

Please visit www.ProgrammingTechnologies.com/legal_terms for a detailed exposition of our guarantees and terms.