

For the purposes of this document: "Guarantee" refers to this document. "Best Macs" means Best Macs, Inc. "Customer" means the person or business that has purchased services from Best Macs. "Service Call" means a visit made by Best Macs to the Customer's computer for the purposes of performing billable services. "Database" means the database of customer, invoice, and work records maintained by Best Macs. "Problem" means a specific, undesirable issue affecting the Customer's computer.

At Best Macs we are confident that the service we provide to the Customer is of the utmost quality. Therefore, if the Problem, as described in our Database, occurs after the Service Call and within sixty-days from the Service Call, Best Macs will schedule a follow-up Service Call. This follow-up Service Call will determine if the current Problem is the same as the Problem described in our Database.

If Best Macs determines that it is the same Problem, Best Macs will take necessary steps to resolve the Problem and the Customer will not be charged for additional labor time. The Customer will still be responsible for any hardware and software license purchases. In the event that the Customer does not wish to purchase computer hardware or software necessary to resolve the Problem, Best Macs will not resolve the Problem, and this Guarantee will be void.

If on the follow-up Service Call, it is determined to be a different problem than the problem described in our work ticket database, the customer will be charged for actual time spent resolving the issue, at 50% of the normal labor rate.

A refund will only be issued if, on the follow-up Service Call, Best Macs does not sufficiently resolve the Problem, requiring a third Service Call and the Customer is opposed to further Best Macs Service Calls.

The terms and conditions of this Guarantee are subject to change at any time and without notice. This Guarantee is in no way intended to be a contract or agreement made by Best Macs, and no such agreement should be assumed or inferred.

This Guarantee will not apply or will be modified under any of the following conditions:

1. **Intermittent or non-duplicable errors:** If it is found that a Problem occurs intermittently or cannot be duplicated during a Service Call, Best Macs will attempt to diagnose the Problem and attempt to apply a potential solution. The Customer will be advised that the Problem may not have been fully determined. The Customer will receive documentation to that effect, and instructions to help the Customer to better observe the Problem. The documentation will note that the Customer has thirty-days to observe the Problem again. If the Problem seems to "go away" within the thirty-day observation period, this Guarantee will take effect for thirty days instead of the normal sixty days, at the end of the thirty-day observation period. If the Problem, as described in the Database, occurs within the thirty-day observation period, it is expected that the Customer will contact Best Macs. Upon contacting Best Macs, we will schedule a new Service Call. Consecutive labor for this problem will be billed at a reduced labor rate. After a consecutive Service Call, another thirty-day observation period will begin.
2. **Bugs:** A "bug" is a flaw in hardware or software that is inherent in the device or program as it ships from the manufacturer. Best Macs will attempt to determine the nature of a bug and apply a workaround. If we cannot find a workaround, we will suggest an alternative solution. Labor will still be charged as normal. However, this Guarantee will not apply because Best Macs will not be held responsible for a problem that is the responsibility of the hardware or software vendor.
3. **Changes to the computer after Service Call:** During a Service Call, Best Macs may use a program like Apple System Profiler to generate a Report of the computer specifications. Alternatively, we may make notes about items on your computer that are relevant to the Service Call in our Database. In the event that any of the items in the report or Database changes after the Service Call, this Guarantee is void. The Customer will not hold Best Macs responsible for problems that occur as a result of modifications made by the Customer or anyone other than Best Macs.
4. **Hardware Deficiencies:** If it is found during a Service Call, that a problem is a result of an inadequate hardware configuration (e.g. Not enough available RAM memory) and the Customer prefers not to perform an appropriate upgrade, the Guarantee is not applicable.
5. **Hardware Failure:** While we offer the highest quality equipment to our customers, Best Macs makes neither guarantee, nor warranty on any tangible hardware items (computer components, upgrades, cabling, adapters, etc). Any warranties on hardware items, if they exist, will come from the manufacturer, not from Best Macs. Additional labor to install replacement hardware does not fall under this guarantee.