

CM Technology & Repair Inc.



Client Policy Handbook

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Welcome

This handbook outlines the policies, service terms, and conditions of **CM Technology & Repair Inc. (CMTR)**.

By signing at the end, the client acknowledges that they have read, understood, and agreed to all terms in this handbook.

1. Service Agreement & Terms and Conditions

CM Technology & Repair Inc. agrees to perform repair, upgrade, installation, or IT consulting services as requested by the client.

- **Payment Terms:** Payment is due immediately upon completion of services, unless otherwise agreed in writing.
 - **Rates & Fees:** Services are billed at standard labor rates, with additional charges for travel, parts, or materials.
 - **Cancellations:** Appointments must be canceled or rescheduled at least **24 hours** in advance. Late cancellations may incur a service fee.
 - **Estimates:** Quotes and estimates are valid for **7 days** unless otherwise stated.
 - **Liability:** CMTR is not responsible for indirect, incidental, or consequential damages, including data loss, downtime, or loss of business revenue.
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2. Liability Waiver (Liquid Damage & Data)

Devices exposed to **liquid, corrosion, or physical damage** may fail further during inspection or repair.

CMTR makes no guarantee of full functionality restoration or data recovery.

By authorizing service, the client releases CMTR from liability for:

- Additional damage that may occur during diagnosis or repair
 - Partial or complete data loss
 - Pre-existing conditions that worsen during service
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3. Data Recovery Consent

Client authorizes CMTR to attempt **data recovery** on their device.

- Data recovery is **not guaranteed** and may result in permanent data loss.
 - Recovered data is stored securely and released only to the client.
 - All recovered or transferred data will be **deleted after 14 days** unless otherwise requested.
 - CMTR is not liable for unrecoverable or corrupted data.
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4. No-Fix-No-Fee Policy

If CMTR cannot resolve the **primary reported issue**, **no labor fee** will be charged.

Exceptions include:

- Completed diagnostic work
- Liquid-damaged or previously tampered devices
- Issues outside original service scope
- Any parts ordered or installed

Installed or special-order parts are **non-refundable**.

5. Privacy & Data Handling Policy

CMTR treats all client data as **strictly confidential**.

- Data is accessed only for service completion and never shared without consent.
 - Recovered or transferred data is retained for **14 days** before deletion.
 - CMTR uses reasonable precautions to secure data but cannot guarantee absolute protection from all risks.
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6. Returns Policy (7-Day Window)

Parts and accessories purchased from CMTR may be **returned or exchanged within 7 days** of purchase if **unused, uninstalled**, and in **original packaging**.

Conditions:

- Proof of purchase is required
 - Shipping and service fees are non-refundable
 - Installed or used items cannot be returned
 - Restocking fees may apply for special-order parts
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7. Warranty Terms (30 Days – Parts Only)

CMTR provides a **30-day warranty on replacement parts** installed by CMTR. Labor is **not covered** under warranty since it is billed as time-based service.

Warranty Covers:

- Defective parts supplied and installed by CMTR within 30 days

Warranty Excludes:

- Labor costs
- Damage caused by misuse, neglect, accidents, or external causes (e.g. surges, liquid, drops)
- Software problems, viruses, or user error

Warranty claims must be submitted within **30 days** and include proof of service.

Acknowledgment & Agreement

By signing below, the client acknowledges they have read and agree to all policies, terms, and conditions outlined in this **Client Policy Handbook**.

Client Name: _____

Signature: _____

Date: _____