

# JDWEB's eWarranty Program Contract / Terms of Service

eWarranty Plan Cost & Term \_\_\_\_\_ Plan Start Date \_\_\_\_\_

Customer Name \_\_\_\_\_ Phone Number \_\_\_\_\_ eWarranty Serial Number \_\_\_\_\_

PC Description \_\_\_\_\_ Serial Numbers \_\_\_\_\_ Extended Description \_\_\_\_\_

Plan benefits -- all repairs are done first at JDWEB ahead of all NON-eWarranty PCs. This mean plan members get priority in the order of how they are brought in.

Software repairs are bumper to bumper - no matter the reason - even if deliberate.

Conditions do apply –

It is at JDWEB's discretion if software issue can be resolved with minimal time and effort or if a nuke/reload is needed. Reloads or restore – are the process of returning your computer to the point in which either you entered the plan or at which point JDWEB formatted and reloaded your operating system. JDWEB during the first visit creates a restore image of your computer.

There are no limits or exclusions to issues related to software. Resolutions are at a best effort and not guaranteed.

**Hardware Assurance Complete \_\_\_\_\_ Signature if option is taken**

This plan only covers the computer tower that is pinned to the plan at the time of signup or later when PC is brought in for first repair. JDWEB will be using serial numbers of the hardware to insure plan compliance. The plan does not allow for a change of PC while in effect.

Repairs are only to be done by JDWEB staff at our store location as defined below.

Repairs are defined as returning the effected PC back to you the customer in working order.

Replacement of hardware on effected PC is at the judgment of JDWEB staff and can include using used hardware of equal or greater value. If your machine can not be repaired or parts can not be found to bring it back to its state at the time of being pinned to the plan – then a replacement unit will be provided of equal or greater value. Customer will be giving options if available of replacing with a greater unit by paying the difference determined.

Repairs are defined as fixing or replacing hardware that is defective.

Exclusions are damages that are from anything other than being defective. Examples are deliberate or accidental damages. Lighting, water, fire, and theft.

JDWEB has the option to terminate the plan at anytime if we feel there are any indiscretions or attempt to defraud the plan.

Customer Signature \_\_\_\_\_ Date \_\_\_\_\_ / JDWEB Staff \_\_\_\_\_

**Your signature means you agree with the terms of service of the plan and certify the serial numbers used.**