

## **OC Computers Repair Policy / PC TIPS and Other Services**

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### **Company Policy & Limited warranty includes the following: 24 hours limited warranty.**

A free 15 min tech call, if not resolved within phone call or email support, you must utilize our pre-paid service tech call through our website or via phone with your Credit Card, we accept master, visa debit or credit only.

**Restorations / System reimaging** only sets your PC to the original state shipped from the factory and sometimes even bare minimum settings. If you do not have any software or backup cds or Internal hard

Windows 7, Mac OSX, Mac Jaguar, Server, etc.).

All services are performed completely and agreed by customer when final payment is submitted. This applies to system reimaging, wireless network setup, Virus removals and PC cleanups.

The limited 24 hour warranty begins from drop off date of customer s pc/ equipment and check or payment received by technician.

We are not held responsible for any data damage, lost hardware, damage or lost data, software installation errors, and/ or missing items/ attachments in smartphones, droids,iPhone, iPad, pc, laptop, mac, and servers.

Customer releases all liability when they agree to have our technician perform the work presented to them at initial pc diagnostic. Any personal computer that is repaired and not retrieved from the customer

New Hardware/ Software repairs are warranted through the manufacturer warranty. Your PC/ Mac/ Laptop will be shipped and repaired approximately within 45-90 days.

10 day Return Policy on hardware, computer parts are subject to a 30% restocking fee and check will be issued within 5 days after return from our headquarters in Los Angeles, California. Custom Built PCs/ Custom macs have a 30 day warranty thru OC Computers, parts are thru Manufacturer at regular 1 year warranty.

A pick up/ drop off fee is required, regardless of pc repair fault or customers negligence/ used equipment. All system repairs and satisfaction is demonstrated before final payment is received from technician.

### **Tips for antivirus removals and preventions >>>**

#### **>>> never search or download free programs, screensavers, mp3s**

Never click on any antispyware program/ pop ups that look like a windows program, they usually say (antivirus 2009/2010/ home antivirus 09/10, Your systems INFECTED blue/ blackscreen or desktop, XP antivirus/Antivirus 360

ter is infected, Click here to Scan, Windows has detected Viruses on  
For more types of viruses, visit <http://www.malwarebytes.org>.

These actually are Pop Up ads that have knowingly or unknowingly sent by Google/ MSN/ Yahoo, Cox Internet, ATT .Your ISP, is your Internet Service Provider, they direct your computer to Search Engines.

They are a form of internet or try to exit them. These are fake ads that bypasses you r installed Anti Virus program).

- 1) Always cancel out of these pop ups on your computer. You can exit out of these ads/ spam/ viruses by hitting the X on the right hand corner of the window.. if that does not work exit try to exit then end application (explorer/ firefox browser).

- 2) e, hold the front power button down for 10 seconds to do a hard shut down.. then turn off modem/ router for 10 minutes before rebooting pc and modem/ router.