



EveryPlug™
Communications

Expert Computer Support for PC & MAC
Small & Medium Business
"Connecting you with technology since 1990."

Our Policies

Please review our policy. When EveryPlug Communications is authorized to perform repair and/or service, our customers will be asked to agree to the following:

Payment Policy

The services of EveryPlug Communications are provided to our customers, following an established pricing structure, and are based on published rates. The service fees are due at time of service completion and must be received by us before you can retrieve your equipment serviced. Payment may be made by cash or, in some cases, by cheque, made out to Glenn Turcott. Arrangements for payment by cheque may be made, prior to service, by contacting our office directly, and are made on a case-by-case basis only. As a rule, EveryPlug Communications does NOT extend any credit. Payment in full, for services rendered, must be received upon service completion. If payment in full has not been received upon service completion, interest, in the amount of 10% of outstanding amount per day, will be added to the outstanding amount, for ten days, after which time the serviced equipment becomes the sole property of EveryPlug Communications. Once the interest has begun to accumulate, and up until the ten day late period has passed, **the only method of payment we will accept is cash.**

Manufacturer's Warranty

Upgrading and/or service to any computer may void the original manufacturer's warranty. It's the customer's responsibility to check with the terms of the original manufacture warranty for more details.

Data Loss

Although we take great effort to save your data, unless customers specifically request our data backup service, each customer is responsible for backing up any and all data that is stored on their computers prior to being serviced.

Parts/Labor Warranty

All repair services come with a 30 day warranty on parts and labor only. We will warrant against defects in parts (hardware) replaced by us and our workmanship (labor) for a period of 30 days from the time of repair. This limited warranty only applies to the specific repairs performed by us and does not imply warranty on other problems which may arise or are found during or after the original repair. This warranty covers only parts and labor. EveryPlug Communications provides no warranty on 3rd party software at anytime.

Abandonment Policy

Due to the limited space and property liability issues, we CANNOT hold your device forever. We will assume that any computer, spare parts, accessories and/or software left at our facilities for more than 30 days has been abandoned by you and we will **irreversibly** and **permanently** dispose of it/them.

Privacy Policy

EveryPlug Communications will **never sell trade or transfer your personal information outside our company.** We collect information at the time you submit a service request. This information includes your name, email address, shipping and billing address and phone number. Your personal information is used solely by EveryPlug Communications to fulfill your request for services and to contact you.

Information Policy

EveryPlug Communications is not responsible for any typographical errors. We reserve the right to modify, change and/or update any information contained on this web site (www.everyplug.com) at any time without prior notification.