

# TRIADPC.COM<sup>®</sup>

computer and network services

Software Installation Services	SKU #	Remote <sup>1</sup>	Drop-Off <sup>2</sup>	On-Site <sup>3</sup>	Staples EasyTech (Remote/In-Store/In-Home)	Office Depot Tech Depot (Remote/In-Store/In-Home)	Best Buy Geek Squad (Remote/In-Store/In-Home)
ISP / Email Configuration <sup>4</sup>	TPC001	\$29.99	NA	\$69.99	NA/NA/NA	NA/NA/NA	\$49.99/NA/NA
Operating System Installation	TPC002	NA	\$69.99	\$89.99	NA/\$99.99/\$189.99	NA/\$99.99/NA	NA/NA/NA
Software Installation <sup>5</sup>	TPC003	\$29.99	\$39.99	\$69.99	NA/\$29.99/\$119.99	NA/\$29.99-\$59.99/\$129.99-\$159.99	\$49.99/\$29.99/\$129.99
Hardware Installation / Setup / Upgrade Services	SKU #	Remote <sup>1</sup>	Drop-Off <sup>2</sup>	On-Site <sup>3</sup>	Staples EasyTech (Remote/In-Store/In-Home)	Office Depot Tech Depot (Remote/In-Store/In-Home)	Best Buy Geek Squad (Remote/In-Store/In-Home)
Computer Hardware Components <sup>6</sup>	TPC004	NA	\$39.99	\$79.99	NA/\$49.99/\$139.99	NA/NA/\$149.99	NA/\$49.99/\$149.99
Computer Hard Drive Installation / Upgrade	TPC005	NA	\$49.99	\$89.99	NA/\$49.99/\$139.99	NA/NA/\$149.99	NA/\$49.99/\$149.99
Processor (CPU) Installation / Upgrade	TPC006	NA	\$49.99	\$89.99	NA/\$39.99/\$129.99	NA/NA/\$149.99	NA/\$49.99/\$149.99
Motherboard Installation / Upgrade	TPC007	NA	\$49.99	\$89.99	NA/NA/NA	NA/NA/\$149.99	NA/\$49.99/\$149.99
Computer Peripherals <sup>7</sup>	TPC008	\$39.99	\$49.99	\$79.99	\$49.99/\$39.99/\$129.99	\$39.99/\$49.99/\$149.99	NA/\$49.99/\$149.99
Android Tablet / Smart Phone Setup <sup>8</sup>	TPC009	NA	\$39.99	\$79.99	NA/NA/NA	NA/NA/NA	NA/\$29.99-\$49.99/\$99.99
New PC Setup <sup>9</sup>	TPC010	NA	NA	\$124.99	\$69-\$199/\$63-\$199/\$153-\$289	NA/NA/\$199-\$299	\$69/\$69/\$149.99
Maintenance, Repair & Tune-Up Services	SKU #	Remote <sup>1</sup>	Drop-Off <sup>2</sup>	On-Site <sup>3</sup>	Staples EasyTech (Remote/In-Store/In-Home)	Office Depot Tech Depot (Remote/In-Store/In-Home)	Best Buy Geek Squad (Remote/In-Store/In-Home)
Data Recovery (Hard Drive) <sup>10</sup>	TPC011	NA	\$99.99	\$199.99	NA/\$259.99-\$1499.99/NA	NA/NA/NA	NA/\$249.99-\$1600+/NA
Data Recovery (Flash Media) <sup>11</sup>	TPC012	NA	\$99.99	\$199.99	NA/\$99.99-\$379.99/NA	NA/NA/NA	NA/\$249.99-\$1600+/NA

Data Transfer & Data Backup <sup>12</sup>	TPC013	NA	\$59.99 up to 10 GB	\$149.99 up to 10 GB	NA/\$69.99/\$159.99	NA/\$49.99/\$179.99	\$69.99/\$99.99-\$149.99/\$199.99-\$299.99
System Restore <sup>13</sup>	TPC014	NA	\$99.99	\$149.99	NA/\$129.99/\$189.99	NA/NA/NA	NA/NA/NA
PC Diagnostics / Troubleshooting /Repair Services <sup>14</sup>	TPC015	\$69.99	\$79.99	\$99.99	NA/\$69.99/\$159.99-\$299.99	\$169.99/\$169.99-\$349.99/\$249.99	\$69.99+ /Varies/\$129.99+
Performance Tune-Up <sup>15</sup>	TPC016	\$49.99	\$59.99	\$79.99	\$49.99/\$9.99/\$89.99	\$69.99/\$69.99/NA	\$49.99/\$99.99/NA
Virus and Spyware Removal <sup>16</sup>	TPC017	\$79.99	\$99.99	\$179.99	NA/\$149.99/\$288.99	\$169.99/\$199.99/\$249.99	\$149.99/\$199.99/\$299.99
Networking Services	SKU #	Remote <sup>1</sup>	Drop-Off <sup>2</sup>	On-Site <sup>3</sup>	Staples EasyTech (Remote/In-Store/In-Home)	Office Depot Tech Depot (Remote/In-Store/In-Home)	Best Buy Geek Squad (Remote/In-Store/In-Home)
Wired Networking Service <sup>17</sup>	TPC018	NA	NA	\$149.99	NA/NA/NA	NA/NA/NA	NA/NA/NA
Wireless Networking Service <sup>18</sup>	TPC019	\$69.99	NA	\$119.99	\$79.99/NA/\$99.99-\$129.99	\$89.99/NA/\$129.99-\$159.99	\$89.99/NA/\$89.99
Consultation Services	SKU #	Remote <sup>1</sup>	Drop-Off <sup>2</sup>	On-Site <sup>3</sup>	Staples EasyTech (Remote/In-Store/In-Home)	Office Depot Tech Depot (Remote/In-Store/In-Home)	Best Buy Geek Squad (Remote/In-Store/In-Home)
Initial Consultation**	TPC000	No Charge	No Charge	No Charge	NA	NA	\$99.99

<sup>1</sup> – **Remote rates** are based on services which require that the customer have a Windows XP, Windows Vista, or Windows 7 based PC that is capable of hosting a Remote Assistance support session. Refer to this link for help with setting up a Remote Assistance support session.

[http://www.triadpc.com/downloads/Get\\_Help\\_With\\_Windows\\_XP\\_Remote\\_Assistance.docx](http://www.triadpc.com/downloads/Get_Help_With_Windows_XP_Remote_Assistance.docx) (For Customers running Windows XP/Vista)

[http://www.triadpc.com/downloads/Get\\_Help\\_With\\_Windows\\_7\\_Easy\\_Connect.docx](http://www.triadpc.com/downloads/Get_Help_With_Windows_7_Easy_Connect.docx) (For Customers running Windows 7)

<sup>2</sup> – **Drop-Off rates** are for services performed at TriadPC.com’s premises. The customer is responsible for delivering and providing all necessary equipment and parts that are necessary for the repair.

<sup>3</sup> – **On-Site rates** are based on services performed at the customer’s residence or small business.

<sup>4</sup> – Includes the configuration of the customer’s ISP and default email client (i.e. Outlook Express, Outlook) in order to receive email.

<sup>5</sup> – Includes a single software title (other than an Operating System) for which the customer is licensed for and has the original installation CD/DVD media.

- 6** – Computer Hardware components include: Optical Drives (Floppy, ZIP, CD/DVD/Blu-Ray), Expansion Cards (USB, IDE/RAID Controller, eSATA, Firewire, Modems, Network Cards, Sound Cards, Video Cards), Memory, and Power Supplies.
- 7** – Computer Peripherals include: Printers, Scanners, Multi-Function (All-in-One) Machines, Digital Cameras, and Digital Camcorders.
- 8** – Includes configuring default email client and basic orientation of the default Android applications and the Google Marketplace.
- 9** – Includes up to 1.5 hours of on-site service to physically setup and connect your new PC to a monitor, keyboard, mouse, and speakers. The new PC will then be powered on and confirmed operational with the customer. Additional time can be purchased on the date of setup to include personalizing the new PC to the customer's needs and basic orientation of the Windows operating system features.
- 10** – Includes initial assessment to determine if data can be recovered from the hard drive. If data can be recovered, up to 10 GB of data will be copied to a blank dual-layer DVD for the customer (or to an external storage device provided by the customer). Additional blank dual-layer DVDs will be provided for a fee of \$15.00/each. If no data can be recovered, no data recovery fees will be charged to the customer. However, a small inspection fee of \$25.00 (Drop-Off) or \$50.00 (On-Site) will apply.
- 11** – Includes initial assessment to determine if data can be recovered from the flash media. If data can be recovered, up to 10 GB of data will be copied to a blank dual-layer DVD for the customer (or to an external storage device provided by the customer). Additional blank dual-layer DVDs will be provided for a fee of \$15.00/each. If no data can be recovered, no data recovery fees will be charged to the customer. However, a small inspection fee of \$25.00 (Drop-Off) or \$50.00 (On-Site) still applies.
- 12** – Includes up to 10 GB of data transferred from the customer's old PC to the new PC or a blank dual-layer DVD. Additional data can be transferred to blank dual-layer DVDs for a fee of \$15.00/each (or to an external storage device provided by the customer).
- 13** – Includes restore of the customer's PC using the customer provided factory restore media from the PC vendor (i.e. Dell, HP, IBM, Sony). If the factory restore media is not available, an attempt will be made to restore the system using the built-in utilities provided by the vendor operating system.
- 14** – Includes system analysis to identify any potential hardware or software failures or conflicts. Customer will be presented with results of the diagnostic scan, and if failures are identified, given the option to continue with the repair or replacement of the failed component. Replacement hardware is not included in the diagnostic fee.
- 15** – Includes the removal of trial ware, driver updates, disk defragmentation and cleanup, and adjusting registry settings to boost performance. Drop-Off service also includes the removal of dust and dirt buildup inside the computer case.
- 16** – Includes removal of all viruses, spyware, malware on the computer. Schedule and install all operating system critical updates and antivirus/antispysware definition files to protect against future infections. Service does not include data backups or guarantee of data recovery in the event that there is data loss due to the infection.
- 17** – For an existing wired network setup in the customer's residence or small business, service includes up to 1.5 hours to: join additional computers to the network, setup file and print sharing, update network card drivers on all computers, and provide general network switch and router troubleshooting. Additional time can be purchased on the date of service for advanced troubleshooting and configuration tasks.

**18** – Includes wireless router setup, security configuration, setting up file and print sharing, installing network cards with updated drivers on all computers, and joining up to 3 devices (i.e. computers, printers, tablets, gaming consoles, smart phones). Additional devices can be added to the wireless network on the date of installation for a fee of \$29.99/each. Service does not include any network hardware.

**\*\*Initial technology consultations are always free of charge to new customers.**

**\*\*Prices quoted above are effective as of 12/1/2011 and are subject to change.**

**\*\*On-Site Service area includes a 25 mile radius from zip code 27284. Additional mileage is billed at \$.45/cents a mile.**

TERMS AND CONDITIONS - The TriadPC.com receipt/paid invoice will need to be presented to the technician for verification prior to any service being performed. You will be called to review your service and any additional requirements for drop-off service.

Customer Responsibilities: An adult (18 years or older) must be present during the entire installation or repair process. If the technician arrives at the scheduled time and no adult is present, or if the adult leaves prior to the service being completed, the technician will leave and you will be subject to the stated service charges. You must type in all passwords for security purposes. TriadPC.com is not responsible for lost data – please ensure you have backed up your important data prior to any service unless you have specifically requested and paid for data backup services. Customer is responsible for any data migration to a new PC or hard drive unless requesting and paying for data transfer services. Otherwise, data transfers are available for an additional fee. Customer is responsible for the removal of any packing materials or trash. TriadPC.com Service fees are nonrefundable once the service process has begun (any cancellations must be made prior to actual service to receive any prorated refund).

Tasks That Must Be Completed by Customer Prior to Install or Repair: Please back up all vital data files prior to service being performed. TriadPC.com is not responsible for lost data. Any hardware devices, components, peripherals, software or cabling needed for the install must be purchased and supplied by the customer. If network connectivity is desired for multiple devices, you must supply device (router, hub, modem or switch) with adequate number of ports to support the required number of devices. ISP/Internet or home network connection must be activated and working properly prior to any related install. All equipment being installed must be located in the general area where the install is taking place. The technician must be given immediate access to the equipment so the service call can begin as scheduled. Customer must provide adequate environment (power, space, etc.) for the scheduled service. Customer is responsible for providing power cords and surge protectors. Customer must have available all legally licensed software and media that may be required.

Service Warranty: TriadPC.com warrants its workmanship for a period of 30 days from the service date. This includes issues with the configured installation set up by the technician. TriadPC.com is not responsible for issues due to setting changes, new software upgrades, ISP connection issues, relocation, viruses or spyware issues, or misuse. A complete terms and conditions document will be supplied to you at the scheduled service call.

Please Note the Following:

- Additional service trips not covered by the warranty will be subject to charges.
- Tutorial services are not covered under this warranty.
- TriadPC.com warranty is only valid on virus, spyware and adware removal service if TriadPC.com technician verifies proper protection against such threats.

System Minimum Requirements for Networking:

- A broadband or cable connection must be active before the installer arrives.
- All computers to be networked must be virus free and all devices being connected must be in good working condition.
- Internet connection, router and primary PC must be in the same room.

Please check to see that your computer meets these minimum requirements:

- Windows® XP, Windows® Vista, or Windows® 7 operating system installed.
- Windows® operating system disk or factory restore disk must be available with key code at the time of installation