

Policies

Effective: July 17, 2008

Hours of Operation

Open: Monday – Friday 10am to 6pm

On-Site Hours: Monday – Friday 8am to 5pm

Closed: Saturday, Sunday, and all Federal Holidays

In-Store Billing Policy

Customers will be charged a \$45 Estimate Fee. After diagnosis, Brightlink Solutions will contact the customer with an estimate for repair. If the customer chooses to have Brightlink Solutions repair the computer, the Estimate Fee will be waived. If the customer declines repairs, they will be charged the \$45 Estimate Fee.

We accept cash, and most major credit cards.

Payment is due in full at time of pick up.

Brightlink Solutions is not responsible for equipment left for more than thirty (30) days after notification of completion of repairs.

In-Store Labor Fees

Category	Rate	Minimum Charge
All times	\$65.00/hour	\$45.00

On-Site Billing Policy

All charges are billed on a per-hour basis in 15-minute increments after the first hour. The billing clock starts at the beginning of travel to your location. Billing stops when our representative leaves your location; however you may be billed return travel time if your location is outside of the Panama City area.

For new business clients: the net amount of each invoice is due at the time of visit.

For residential clients: payment is due when service is completed.

For established business clients: the net amount of each invoice is due within 30 days of invoice date. If not paid within 30 days, the unpaid balance is subject to 2% interest compounded monthly. Accounts that are past due no longer qualify for any discounted labor rates.

Payments will be accepted by check, money order, and most major credit cards. Please make checks payable to Brightlink Solutions.

On-Site Labor Fees

Regular Labor – all work done at your location, travel time, consultation, and off site research.

Category	Applicable Time	Rate	Minimum Charge
Standard	8am – 5pm Monday - Friday	\$85.00/hour	1 Hour
After Hours	5pm – 9pm Monday - Friday	\$120.00/hour	1 Hour
Weekend	After 9pm, weekends, and holidays	\$120.00/hour	2 Hours

Other Service Fees

Telephone Support – all calls that involve technical support, instructions, and/or advice.

Remote Support – all support completed by accessing a computer or network remotely.

(Using PC Anywhere, Remote Desktop, VNC, etc.)

Category	Applicable Time	Time	Rate
Standard	8am – 5pm Monday - Friday	0 - 15 Min	\$37.50
		Each Add. 15 Min	\$21.25
After Hours	5pm – 9pm Monday - Friday	0 – 15 Min	\$50.00
		Each Add. 15 Min	\$25.00
Weekend	After 9pm, weekends, and holidays	0 – 15 Min	\$75.00
		Each Add. 15 Min	\$25.00

Software Licensing

The client accepts all responsibility for proper licensing of software that is installed on their computer(s). By asking Brightlink Solutions to install software, the client acknowledges that said software is properly licensed for installation. Brightlink Solutions reserves the right to refuse to install any software that we feel is improperly or not licensed. If you have concerns regarding licensing, Brightlink Solutions offers a software license audit.

Confidentiality

Brightlink Solutions respects the privacy of your business. We will not disclose information or data from your business to third parties. If equipment that contains data is taken off your premises, every effort will be made to prevent third party access to the data.

Legal Liability

In no event shall Brightlink Solutions be liable to any person for any special, general, incidental, indirect, consequential, or punitive damages of any kind, including, without limitation, loss of use, loss of data, lost profits, or computer hardware damage, in connection with any of the services or any other information, documents, products, software, downloads, repair services, advice, and information provided by Brightlink Solutions or any of its third-party product or service providers, whether or not such person is advised of the possibility of such damages.