

Warranty *(Read Terms and Conditions)*

If you're not completely satisfied with a service we have provided, we'll do our best to fix the problem, quickly and for no additional cost.

IMPORTANT NOTICE: These Terms of Service apply only to "Remote Services," which means Surf Link Computer Solutions performs technology services for you over the telephone at 1-910-459-9158 or via the Internet.

Terms and Conditions

Remote Services

(a) General Services: Surf Link Computer Solutions will attempt to diagnosis your technology problem, provide an estimate of applicable service fees, and then provide you with a technology solution over the telephone or via the Internet. In certain cases, however, problem diagnosis and support may not be completed because of a problem with your computer or its configuration that is beyond our control.

(b) Remote Support Services: Remote support services may be offered to you over the telephone or via the Internet if your PC was built within the last four years, you have a working cable or DSL high speed Internet connection, and your operating system is Microsoft Windows XP or newer. If you elect to receive remote support, then Surf Link Computer Solutions remotely logs on through your high-speed Internet connection to view your computer desktop. Surf Link Computer Solutions stays in contact with you to keep you fully briefed on every step of the process as your technology problem is resolved. Remote support may involve the installation of software on your computer that will allow Surf Link Computer Solutions to provide the remote support services. By electing to receive remote support, you agree to allow Surf Link Computer Solutions to use whatever tools deemed necessary to repair your computer, including remote access.

(c) Your Responsibility: You understand and agree that prior to contacting or allowing Surf Link Computer Solutions to perform diagnostic repair or other services on your computer, it is your responsibility to back-up the data, software, information or other files stored on your computer disks and/or drives. You acknowledge and agree that Surf Link Computer Solutions shall not be responsible under any circumstance for any loss or corruption of data and/or software.

SERVICE LIMITATIONS; LIABILITY

(a) LIMITATIONS TO SERVICE: SURF LINK COMPUTER SOLUTIONS RESERVES THE RIGHT TO REFRAIN FROM PROVIDING ANY OR ALL REQUESTED REMOTE SERVICES ON THE BASIS THAT YOUR TECHNICAL NEEDS OR OTHER REQUIREMENTS ARE UNUSUAL OR EXTENSIVE AND BEYOND THE SCOPE OF THIS SERVICE AGREEMENT AS REASONABLY DETERMINED BY SURF LINK COMPUTER SOLUTIONS .

(b) FORCE MAJEURE: If Surf Link Computer Solutions ability to render remote services is impaired by you or circumstances beyond the control of Surf Link Computer Solutions, Surf Link Computer Solutions may choose not to provide or to discontinue remote services.

(c) LIMITATION OF LIABILITY: To the extent permitted by law, you agree that Surf Link Computer Solutions total liability for damages related to its remote services is limited to the total amount you pay for the remote services, and you release Surf Link Computer Solutions from liability for any indirect, incidental, special, or consequential damages. SURF LINK COMPUTER SOLUTIONS IS NOT LIABLE FOR LOSS, ALTERATION, OR CORRUPTION OF ANY DATA OR FOR YOUR INABILITY TO USE YOUR COMPUTER EQUIPMENT OR OTHER PRODUCT.

SERVICE WARRANTY

If you are not satisfied with remote services received from Surf Link Computer Solutions, please call 1-910-459-9158 for resolution. We warrant our remote services for 10 days following the date you received remote service; however, for repairs necessitated by a virus or spyware, the service warranty is valid only if the anti-virus and anti-spyware protection for your product is installed or updated during the repair or promptly thereafter (i.e., before you connect again to the Internet). If there is a problem with the service provided by Surf Link Computer Solutions and if you notify us within the warranty period, we will work to remedy your problem quickly and at no additional cost.

IMPORTANT NOTICE: These terms of service apply to services ("On-Site Support") ordered from Surf Link Computer Solutions by phone at 1-910-459-9158.

Terms and Conditions

ON-SITE COMPUTER SERVICE

SCHEDULING

Standard service hours are Monday — Friday 8 A.M. to 5 P.M. Additional charges may apply for emergency response or service outside of standard hours.

INSTALLATION AUTHORIZATION

For on-site services, a person at least 18 years of age must be present during the entire time period services are provided. If no adult is present when the Surf Link Computer Solutions agent arrives, services will be denied and a \$50 cancellation charge will be assessed.

RESPONSIBILITY

It is your responsibility to back up all software and data on your computer's hard drive(s) and/or any other storage devices before the Surf Link Computer Solutions agent arrives. Surf Link Computer Solutions shall not be responsible at any time for any loss, alteration, or corruption of any software, data, or files.

MINIMUM SYSTEM REQUIREMENTS

(wireless home networking only)

- At least 10MB free hard disk space and 32 MB RAM on each computer
- Operating system and/or ISP passwords must be available
- Microsoft Windows 98 SE operating system or later
- Operating system discs and key codes must be available
- All computers and/or peripherals must be in good working order and spyware free
- Broadband services, if any, must be installed and operational before service, including modem connections.

ACCESS

The Surf Link Computer Solutions Agent must have 1) access to your residence or business and the computer(s) and/or peripheral(s) to be serviced, 2) your consent and cooperation to enter your residence or business, 3) a safe working environment, work space, and 4) electrical power. If the Surf Link Computer Solutions Agent determines that these conditions have not been met, services will be denied and a \$50 cancellation charge assessed.

ON-SITE SERVICE TERMS

SERVICE LIMITATIONS

Surf Link Computer Solutions reserves the right to refrain from providing any or all services if minimum system requirements are not met or if technical conditions (such as wiring difficulties or physical barriers) or customer requirements are unusual, extensive, or beyond the scope of this service agreement as reasonably determined by Surf Link Computer Solutions.

FORCE MAJEURE

If Surf Link Computer Solutions ability to render services is impaired by circumstances beyond the control of Surf Link Computer Solutions may choose not to provide services.

LIMITATION OF REMEDY

Under no circumstances shall Surf Link Computer Solutions be liable to you or any other person for any damages, including without limitation any indirect, incidental, special or consequential damages, expenses costs, profits, lost savings or earnings, lost or corrupted data, or other liability arising out of or related to the services provided by Surf Link Computer Solutions out of the installation, de-installation, use of, or inability to use your computer equipment, hardware, peripherals, or the network as a result of the services provided hereunder.

Surf Link Computer Solutions shall not be liable for any failure or delay in performance due to any cause beyond its control. If Surf Link Computer Solutions' ability to render services is impaired by your failure to cooperate or circumstances beyond the control of Surf Link Computer Solutions, Surf Link Computer Solutions may choose not to provide services. Service can also be denied if dangerous or unhealthy conditions are present including possible code violations. For any un-installation services provided, Surf Link Computer Solutions shall not be responsible for repairing any damage or changes made to your residence.

LIMITATION OF LIABILITY & RELEASE

By signing the form on the opposite side of this page, you agree to release and hold harmless Surf Link Computer Solutions from and against any loss, liability, or damage, including without limitation, any indirect, incidental, special or consequential damages, expense, costs, profits, lost savings or earnings or liability that you, the owner, or lessee may suffer arising out of, or related to, the services provided by Surf Link Computer Solutions. This includes but is not limited to data loss or lack of function in any component or element of your computer system and/or peripherals, any changes or alterations to your residence (for example, changes to walls, baseboards, floors, etc.) as a result of Surf Link Computer Solutions agents regardless of the warranties, disclaimers, and waivers of a particular service and shall constitute liquidated damages and are a reasonable estimate of damages to you. Some states do not allow limitations or release of certain damages or liability, so the above limitation of liability and release may not apply to you.

CHANGES AND CANCELLATIONS

To change your scheduled appointment time: You must contact Surf Link Computer Solutions at 1-910-459-9158

To cancel your appointment: You must contact Surf Link Computer Solutions at 1-910-459-9158 at least 3 hours prior to the scheduled service.

If you are not satisfied with your service: Call 1-910-459-9158 for resolution. We will work to remedy the problem quickly and at no additional cost.

IMPORTANT NOTICE: These terms of service apply to services ("Pick-Up Support") ordered from Surf Link Computer Solutions by phone at 1-910-459-9158.

Terms and Conditions

PICK-UP COMPUTER SERVICE

SCHEDULING

Standard service hours are Monday — Friday 8 A.M. to 5 P.M. Additional charges may apply for emergency response or service outside of standard hours.

INSTALLATION AUTHORIZATION

For pick-up services, a person at least 18 years of age must be present during the entire time period services are provided. If no adult is present when the Surf Link Computer Solutions agent arrives, services will be denied and a \$50 cancellation charge will be assessed.

RESPONSIBILITY

It is your responsibility to back up all software and data on your computer's hard drive(s) and/or any other storage devices before the Surf Link Computer Solutions agent arrives. Surf Link Computer Solutions shall not be responsible at any time for any loss, alteration, or corruption of any software, data, or files.

ACCESS

The Surf Link Computer Solutions Agent must have 1) access to your residence or business and the computer(s) and/or peripheral(s) to be serviced, 2) your consent and cooperation to enter your residence or business, 3) a safe working environment. If the Surf Link Computer Solutions Agent determines that these conditions have not been met, services will be denied and a \$50 cancellation charge assessed.

PICK-UP SERVICE TERMS

SERVICE LIMITATIONS

Surf Link Computer Solutions reserves the right to refrain from providing any or all services if minimum system requirements are not met or if technical conditions (such as wiring difficulties or physical barriers) or customer requirements are unusual, extensive, or beyond the scope of this service agreement as reasonably determined by Surf Link Computer Solutions

FORCE MAJEURE

If Surf Link Computer Solutions ability to render services is impaired by circumstances beyond the control of Surf Link Computer Solutions may choose not to provide services.

LIMITATION OF REMEDY

Under no circumstances shall Surf Link Computer Solutions be liable to you or any other person for any damages, including without limitation any indirect, incidental, special or consequential damages, expenses costs, profits, lost savings or earnings, lost or corrupted data, or other liability arising out of or related to the services provided by Surf Link Computer Solutions out of the installation, de-installation, use of, or inability to use your computer equipment, hardware, peripherals, or the network as a result of the services provided hereunder.

Surf Link Computer Solutions shall not be liable for any failure or delay in performance due to any cause beyond its control. If Surf Link Computer Solutions ability to render services is impaired by your failure to cooperate or circumstances beyond the control of Surf Link Computer Solutions, Surf Link Computer Solutions may choose not to provide services. Service can also be denied if dangerous or unhealthy conditions are present including possible code violations. For any un-installation services provided, Surf Link Computer Solutions shall not be responsible for repairing any damage or changes made to your residence.

LIMITATION OF LIABILITY & RELEASE

By signing this form you agree to release and hold harmless Surf Link Computer Solutions from and against any loss, liability, or damage, including without limitation, any indirect, incidental, special or consequential damages, expense, costs, profits, lost savings or earnings or liability that you, the owner, or lessee may suffer arising out of, or related to, the services provided by Surf Link Computer Solutions. This includes but is not limited to data loss or lack of function in any component or element of your computer system and/or peripherals, any changes or alterations to your residence (for example, changes to walls, baseboards, floors, etc.) as a result of Surf Link Computer Solutions agents regardless of the warranties, disclaimers, and waivers of a particular service and shall constitute liquidated damages and are a reasonable estimate of damages to you. Some states do not allow limitations or release of certain damages or liability, so the above limitation of liability and release may not apply to you.

CHANGES AND CANCELLATIONS

To change your scheduled appointment time: You must contact Surf Link Computer Solutions at 1-910-459-9158

To cancel your appointment: You must contact Surf Link Computer Solutions at 1-910-459-9158 at least 3 hours prior to the scheduled service.

If you are not satisfied with your service: Call 1-910-459-9158 for resolution. We will work to remedy the problem quickly and at no additional cost.

PRIVACY POLICY

For information about the collection and use of your information, please refer to Surf Link Computer Solutions Privacy Policy, which is available at <http://www.surflinksolutions.com> or by contacting Surf Link Computer Solutions at 1-910-459-9158.

The following privacy policy describes the information and privacy practices for Surf Link Computer Solutions, services provided at your home or office. This privacy policy describes how Surf Link Computer Solutions Agents will collect and use your information. When you provide a Surf Link Computer Solutions Agent with your personal information, you consent to the information practices described in this policy.

To assist you with reading through our privacy policy, we have provided questions and answers below that you may find helpful in understanding our privacy practices:

What information do Surf Link Computer Solutions Agents collect from me?

We may collect personal information such as your name, mailing address, phone number, e-mail address, and other billing information.

How does Surf Link Computer Solutions secure my personal information?

Security

Whether you receive services remotely through Surf Link Computer Solutions or have services performed at your location, we take reasonable precautions to protect against the loss, misuse and unauthorized access of your personal information. This includes personal information that you provide to complete a purchase. We cannot ensure or warrant the security of any information you transmit by e-mail, and you do so at your own risk.

Please note that while Surf Link Computer Solutions is able to protect personal information that is provided during the course of business, we cannot take responsibility for data loss on the products or systems serviced. You must remove or back up this information to safeguard it.

Remote Access

Surf Link Computer Solutions Agents use remote access to diagnose and resolve system problems. This lets us access your computer to determine the problem and either repair it or provide advice on possible repair options. By taking advantage of this service, you give permission to a Surf Link Computer Solutions Agent to log into your computer, which may contain personal information. He or she will only search your computer to determine the cause of the problem and will attempt to minimize interaction with your data. It is your responsibility to ensure that all of your files, especially those containing personal information, are secure to prevent any type of data loss or corruption.

Does Surf Link Computer Solutions collect information from children?

Surf Link Computer Solutions will not knowingly or intentionally collect personal information online from children under the age of 13. Surf Link Computer Solutions is committed to protecting the privacy of children.

Will this privacy policy change?

Because Surf Link Computer Solutions will continue to implement new technologies and improve the services and features provided, this policy is subject to change. If there are changes or additions to this privacy policy, we will post them here or in other formats. If we change our information practices or this privacy policy in such a way that your personal information may be used or shared in a different manner, we will give you the opportunity to opt out of having your information used or shared in that new manner.

Effective date: April 2, 2009

***Prices subject to change**

Client Signature

Client Name (Print)

Date