



Response Computer Group, Inc.  
213 W. Liberty Way  
Milford DE 19963  
(302) 335-3400

## RCG Service Policy and Waiver of Liability

Our goal at Response Computer Group is to offer quality, affordable service performed in a timely manner and to maintain a professional and friendly working relationship with our clients. We ask that you review the following policies and sign this sheet indicating you have read and understand these terms to prevent any misunderstanding resulting from service work performed on your equipment.

**Loss of Data:** Data is the most important part of a computer system because it is often irreplaceable. Due to the process of repair, data may get damaged or at worst, deleted. RCG is not responsible for the loss of any data which may occur while performing work on your system. **You are responsible for backing up your own data.** You may request that RCG back up your data for you (an additional charge may apply); however, we do not guarantee any backup.

**Impact of Upgrades:** Please be advised that it is your responsibility to understand the impact of upgrades or updates to the operating system, applications and utility software. Such upgrades can lead to incompatibilities and the possible loss of data. Computer hardware and software work together and incompatibility may not become apparent until a later date. You are responsible for contacting the manufacturer of your software regarding compatibility issues before you request any upgrades.

**Ownership of Software:** You demonstrate ownership of any software that is to be installed on your computer by providing the original Software CDs and the appropriate keys and/or serial numbers.

**Privacy:** Our Technicians will not browse through your hard drive looking at your data; however, they may inadvertently see data during the course of their work. Please remove any personal or private files you do not want others to see.

**Equipment and Parts:** RCG will return any old or defective parts to you when the repairs are complete. Any equipment left on site over 30 days will become the property of RCG and will be disposed of as RCG sees fit. RCG will attempt to format and destroy any storage media prior to final disposal, however, RCG will not be responsible for any data after final disposal.

**Right to Refuse:** RCG reserves the right to refuse work that it believes is beyond the scope of its ability or for other good cause.

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Signature

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Date