

# MAD PC, LLC Extended Warranties

## System Cleanup, Spyware, Adware, Virus Removal Packages (Basic Warranty)

This package is a must have for internet users. It will ensure that your computer stays free from excess adware, spyware, and viruses. If at anytime your computer becomes infected with an excessive amount of adware, spyware, or viruses, we will have it taken care of for the duration of your warranty.

### Basic Coverage (Basic Warranty)...1 visit or phone tech support /month

Basic	Normal Price*	Package Price	You Save:
1 Year:	\$ 224.98	\$ <b>124.99</b>	\$ 99.99
1.5 Year	\$ 359.96	\$ <b>209.99</b>	\$ 149.97
2 Year:	\$ 494.95	\$ <b>284.99</b>	\$ 209.96

### Full Coverage (Full Warranty)... 1 visit or phone tech support /month

Full	Normal Price*	Package Price	You Save:
1 Year:	\$ 254.98	\$ <b>179.99</b>	\$ 74.99
1.5 Year	\$ 344.97	\$ <b>244.99</b>	\$ 99.98
2 Year:	\$ 434.96	\$ <b>309.99</b>	\$ 124.97

### Complete Coverage (Complete Warranty)...unlimited visit/phone tech support

Complete	Normal Price*	Package Price	You Save:
1 Year:	\$ 304.98	\$ <b>229.99</b>	74.99
1.5 Year:	\$ 394.97	\$ <b>294.99</b>	99.98
2 Year:	\$ 484.96	\$ <b>359.99</b>	124.97

*15% Discount for students*

*\*\* Full and complete coverage packages are similar to the basic package with the exception of phone tech support and the ability to perform a complete windows reinstall. No, packages cover parts, or hardware needed to fix specific problems, all parts are to be paid for separately.*

*\* Normal price is based on the average cost of service over the specified period of time. Please read the Extended Warranty Contract for details about the warranty coverage and limitations.*

# **MR MAD PC, LLC Extended Warranty Contract**

## **Basic Extended warranty**

Basic warranty will cover most aspects of software related issues. Windows Operating System, ability to connect to the internet, word processing suite, antivirus, adware/spyware detection software, adware/spyware removal, and virus removal are examples of what software is covered. These are covered because they are the basic necessities a computer will need to make it a useful machine for most people. Any other third party software such as video games, tax software, QuickBooks, etc. will not be covered because they are not a basic necessity of the computer and need the expertise of the respected software company's technicians. The basic warranty will ensure that your computer will stay free of viruses and excessive adware/spyware programs, maintain the ability to connect to the internet, and run at an acceptable speed based on the hardware inside the computer.

Viruses - To stay free of viruses, you will need to have or purchase adequate antivirus software such as Trend Micro PC-Cillin Internet Security, McAfee, Norton, AVG, Kaspersky, or any other antivirus that is approved by Mad PC, LLC. On a similar topic, a firewall must be present if there is an active internet connection as to avoid hacking which can lead to viruses and Trojans.

Adware/Spyware - These programs collect information from you or present information to you with or without your permission or awareness. It is nearly impossible to stay free of all adware/spyware programs at all times, however, it is feasible and realistic to stay free from excessive adware/spyware. Excessive, in the case of the extended warranty contract, refers to an amount of adware/spyware that affects your ability to use the computer - i.e. runs very slowly compared to when it was deemed running properly, or the internet constantly brings up pop-ups with or without browsing, or stops your ability to get to websites.

Ability to Connect to the Internet - This is simply the ability for your computer to connect to the internet given that there is not a hardware problem. Connection is limited to dial-up, DSL, Cable Modem, and Wireless internet 802.11a/b/g and ad-hoc. T1, T3, and faster lines may require technical assistance from the provider.

Run at Acceptable Speed - This is a concept based on the sole discretion of Mad PC, LLC. Our judgment will determine if the computer is running too slowly or not. Basically put, if you have any hardware in your computer that limits your speed, we will take that in to consideration. For example - you have a brand new, lightning fast processor, and a large amount of RAM, but you have a slow 10 year old hard drive, the hard drive will determine the speed of your computer.

The Basic Warranty will not cover reloading the operating system if needed, nor will it cover data backup. Mad PC, LLC is not responsible for lost or stolen data as a result of viruses, adware/spyware, hackers, or hardware failure. We will ensure that your terms of warranty are maintained with no longer than a two weeks of downtime given that there is no hardware failure. Reloading the operating system costs 1 hour worth of labor, and backing up data costs ½ hours worth of labor. The basic warranty does not cover any hardware. Hardware will only be covered by the respective manufacturers. Warranty period starts the day of purchase, and ends after the specified period. Warranty applies to only one computer. Travel charge will apply to any warranty call that is greater than 15 miles one-way. Computer must be checked off by Mad PC, LLC to be free of excessive adware/spyware, to be free of viruses, to be able to connect to the internet, and to run at an acceptable speed before any contract is valid. Checking off your computer by Mad PC, LLC may cost extra.

## **Full Extended warranty**

Full Warranty is the same as the basic service with the inclusion of reloading the operating system and backing up data if necessary. Please read the above to understand full terms of this contract.

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## **Extended Warranty Contract**

I understand the terms of this contract and have chosen the \_\_\_\_ year. (Basic) (Full) (Complete)

Make/Model: \_\_\_\_\_

OperatingSystem: \_\_\_\_\_

S/N: \_\_\_\_\_

Antivirus/Firewall: \_\_\_\_\_

ServiceTag: \_\_\_\_\_

AntiSpyware/Adware: \_\_\_\_\_

Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_ EXP: \_\_\_\_\_