



Meltec Computers

P.O. Box 7253
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www.melteccomputers.com

Miscellaneous Fees and Policies

Meltec Computer Services has implemented the following policies and fees for all customers. (NO EXCEPTIONS).

Billing and Late Fees

Residential customers will not be billed; payment must be made upon completion of work; payment methods: cash or local check only.

Business customers may opt to be billed accordingly, if so:

- 15% late fee on all bills which remain unpaid after 30 days
(We will give one reminder call at the 30 day mark. Customers will be reminded that the bill has reached the 30 day mark and the late fee will be incorporated into the bill. After 90 days the bill will be turned over to collections).
- 15% additional late fee for every 10 days after the initial 30 days the bill remains unpaid

Unclaimed Computers

- \$5/day storage fee charged for all computers not claimed after 10 days
- After 30 days of the computer remaining unclaimed, the computer will then become property of Meltec Computer Services

Coupons

- Coupons can not be combined with any other offers, sales or current specials which maybe going on at that time.

Computer Back Ups

- Meltec Computer Services will make their best effort to back up files on your computer which reside in the "My Documents", "Desktop" folders or "C Drive" only.
- Files not saved\stored in these locations will not get backed up.

- If files are stored elsewhere on computer it is the responsibility of customer to notify us in order for these files to be backed up as well.
- Meltec Computer Services will not be held responsible for any lost, damage or corrupted files during the backup process.

Appointments:

Meltec Computer Services requires at least a 2 hour notice, prior to your appointment time, via telephone if any cancellation or postponement is needed. Failure to give a 2 hour notice will result in a \$35 charge.

If a Meltec Computers technician arrives for a scheduled appointment and the customer does not answer the door or is unavailable at that time, the customer will be assessed with a \$20 fuel charge in addition to an appointment cancellation fee of \$35; due to the customer's failure to give at least 2 hour notice of cancellation or postponement.

If a customer has scheduled an appointment to pick up their computer and fails to make the appointed, agreed upon, pick up time within 30 minutes a \$35 fee will be assessed to the customer.

Mileage:

Meltec Computers is willing to travel to your home or business regardless of location, however if you are located more than 15 miles from our office there will be a \$20 fuel surcharge in order to show up at your location. This fuel surcharge will still apply even if Meltec Computers is giving an estimate or diagnosing an issue.