

**PLEASE READ, COMPLETE & SIGN THIS DOCUMENT AND RETURN IT WITH A COPY OF YOUR GOOGLE CHECKOUT OR PAYPAL EMAIL CONFIRMATION & YOUR WELL-PACKAGED PLAYSTATION 3 CONSOLE**

## **PS3REPAIRSHOP.COM SERVICE AGREEMENT TERMS & CONDITIONS**

This Agreement ("Agreement") is between you and R.S.O.L. PC SERVICES, L.L.C., ("RSOL PC") and applies to RSOL PC labor services specified herein ("Services") that will be performed on your PlayStation 3 video game computer system ("Product") that was purchased in the U.S. or Canada. **THIS AGREEMENT APPLIES TO YOU UNLESS YOU NOTIFY RSOL PC IN WRITING THAT YOU DO NOT AGREE TO THIS AGREEMENT WITHIN 7 DAYS AFTER YOU RECEIVE THIS AGREEMENT AND YOU RETURN YOUR PRODUCT OR CANCEL SERVICES UNDER EITHER RSOL PC'S OR THE RESELLER'S RETURN POLICY, AS APPLICABLE.**

- 1) YOU ARE OVER 18 YEARS OF AGE AND HEREBY AUTHORIZE R.S.O.L. PC SERVICES, L.L.C. / PS3REPAIRSHOP.COM ("RSOL PC") TO PERFORM THE SPECIFIED REPAIR OR RECOVERY SERVICES YOU HAVE PURCHASED FROM WWW.RSOLPC.COM, AND YOU DULY AUTHORIZE RSOL PC TO REMOVE ANY ORIGINAL MANUFACTURER ("SONY") OR THIRD-PARTY WARRANTY STICKERS NECESSARY IN CONNECTION WITH THE REPAIR. YOU UNDERSTAND AND AGREE THAT IN PROVIDING THIS AUTHORIZATION TO RSOL PC, YOU WILL BE WAIVING ANY OPPORTUNITY YOU MAY BE OTHERWISE ENTITLED TO HAVING YOUR PLAYSTATION 3 REPAIRED BY SONY OR THIRD-PARTY.
- 2) THE COST FOR THIS SERVICE IS THE ADVERTISED REPAIR FEE AS INDICATED AT THE TIME OF PURCHASE FOR THE STANDARD REPAIRS OF AN UNTAMPERED PLAYSTATION 3 GAMING CONSOLE, PLUS THE STANDARD RETURN SHIPPING FEE TO ANYWHERE IN THE CONTINENTAL USA PLUS THE COST OF ANY OPTIONAL SERVICES OR PRODUCTS PLUS ANY APPLICABLE SALES TAXES (FLORIDA ONLY).
- 3) THE FULL INVOICE AMOUNT WILL BE DUE IMMEDIATELY UPON COMPLETION OF SERVICE.
- 4) RSOL PC WILL CONTACT YOU AT THE EMAIL ADDRESS AND PHONE NUMBER YOU HAVE PROVIDED TO RSOL PC TO COLLECT ANY PAYMENT DUE BY MAJOR CREDIT CARD (VISA, MC, AMEX, DISC) AND FULL PAYMENT OF THE INVOICE MUST BE RECEIVED WITHIN 7 CALENDAR DAYS. IF FULL PAYMENT IS NOT RECEIVED WITHIN 7 CALENDAR DAYS OF SERVICE COMPLETION, RSOL PC MAY ADD STORAGE AND LATE FEES TO YOUR INVOICE AT THE RATE OF \$3 PER DAY, AND WILL ACCRUE FROM THE ORIGINAL INVOICE DATE.
- 5) RSOL PC WILL NOT BE RESPONSIBLE FOR ITEMS LEFT FOR OVER 14 DAYS FROM THE DATE OF SERVICE COMPLETION OR THEIR REASONABLE EFFORT TO CONTACT YOU.
- 6) IF YOUR ITEM REMAINS UNCLAIMED OR YOUR INVOICE REMAINS UNPAID AFTER 28 DAYS FROM SERVICE COMPLETION IT SHALL BE CONSIDERED "ABANDONED" AND RSOL PC MAY TAKE ANY ACTIONS NECESSARY TO RECOVER THE AMOUNT OF YOUR UNPAID INVOICE, LATE CHARGES, STORAGE FEES AND RECOVERY FEES, ETC. THIS MAY INCLUDE THE RESALE OF YOUR UNIT OR IT'S COMPONENTS, OR DISPOSAL OF YOUR UNIT IF NO BALANCE IS DUE.
- 7) ALL DEFECTIVE PARTS REMOVED FROM YOUR PS3 WILL BECOME THE PROPERTY OF RSOL PC AND WILL NOT BE RETURNED.
- 8) YOU ASSUME ALL RISK OF LOSS OF DATA FROM ANY AND ALL CAUSES OR IN ANY WAY RELATED TO OR RESULTING FROM THE SALES, REPAIR OR SERVICE OF PRODUCTS BY RSOL PC.
- 9) YOU RELEASE RSOL PC FROM ANY CLAIM OR LIABILITY RELATED TO ANY LOSS OF DATA FOR ANY REASON WHATSOEVER, INCLUDING DUE TO THEIR NEGLIGENCE.
- 10) YOU ARE FULLY RESPONSIBLE FOR BACKING UP ALL EXISTING DATA BEFORE SERVICE, AND RSOL PC WILL HAVE NO LIABILITY FOR ANY REASON WHATSOEVER IF YOU DID NOT DO SO.
- 11) IF YOU REQUEST RSOL PC TO BACK UP YOUR DATA THEY WILL DO SO AT AN ADDITIONAL CHARGE AND WILL BE SUBJECT TO THE LIMITS OF THE BACKUP SOFTWARE AND THE INTEGRITY OF YOUR DATA.
- 12) UNLESS YOU PAY FOR PRIORITY SERVICE, SERVICE REQUESTS ARE PERFORMED ON A FIRST-COME, FIRST-SERVE BASIS.
- 13) RSOL PC WILL NOT BE RESPONSIBLE FOR ITEMS LOST OR DAMAGED IN TRANSIT TO OR FROM RSOL PC'S SERVICE CENTER AND YOU UNDERSTAND IT IS YOUR SOLE RESPONSIBILITY TO PURCHASE ADEQUATE

SHIPPING SERVICES AND SUBMIT ANY CLAIMS WITH THE CARRIER SHOULD ANY SUCH LOSS OR DAMAGE OCCUR.

14) RSOL PC RESERVES THE RIGHT TO REFUSE ANY PACKAGE THAT ARRIVES DAMAGED IN TRANSIT OR DOES NOT MEET THEIR SAFE PACKAGING GUIDELINES.

15) RSOL PC RESERVES THE RIGHT TO REFUSE THE SERVICING OF ANY CONSOLE THAT IN THEIR SOLE DISCRETION IS CONSIDERED TO BE AN ENVIRONMENTAL HAZARD (INSECT INFESTATION, ETC).

16) RSOL PC WILL PROVIDE A PARTS & LABOR LIMITED WARRANTY AS SPECIFIED AT THE TIME OF PURCHASE FOR THE SPECIFIC SERVICES THEY PERFORM COMMENCING FROM THE ORIGINAL INVOICE DATE. THE WARRANTY DOES NOT COVER SHIPPING CHARGES AS THEY ARE YOUR SOLE RESPONSIBILITY.

17) YOU HAVE THE ONE-TIME OPTION TO EXTEND MY STANDARD 1-YEAR PARTS & LABOR LIMITED WARRANTY TO A MAXIMUM OF 3 YEARS FOR AN ADDITIONAL FEE (SEE SECTION 4) AND I MUST ELECT TO TAKE ADVANTAGE OF THIS ONE-TIME OPTION BEFORE THE SERVICING OF MY CONSOLE IS COMPLETE.

18) ANY WARRANTY INCLUDED WITH YOUR REPAIR WILL AUTOMATICALLY & IMMEDIATELY TERMINATE IN THE EVENT RSOL PC CEASES TO CONDUCT BUSINESS (EXAMPLE, DUE TO INSOLVENCY) AND THAT THE UNUSED WARRANTY DURATION HAS NO MONETARY VALUE. YOU WILL NOT BRING ANY LEGAL ACTION AGAINST RSOL PC, OR ANY OF ITS OWNERS, EMPLOYEES OR AFFILIATES.

19) A \$10 CHARGE WILL BE ADDED TO YOUR REPAIR BILL IF YOUR CONSOLE WAS SENT TO RSOL PC IN A DISASSEMBLED STATE OR WITH SCREWS MISSING. THIS CHARGE ENABLES RSOL PC TO SECURE YOUR CONSOLE SO IT MAY BE ENTITLED TO RECEIVE ANY APPLICABLE WARRANTY COVERAGE FROM RSOL PC.

20) IN THE EVENT YOUR PLAYSTATION 3 CONSOLE CANNOT BE REPAIRED, RSOL PC WILL CHARGE A \$27 FEE TO COVER THE RETURN SHIPPING & HANDLING EXPENSES OF SENDING YOUR NON-REPAIRABLE PS3 CONSOLE BACK TO YOU BY GROUND SHIPPING.

21) YOU HAVE READ AND AGREE TO THE RSOL PC STANDARD TERMS OF SALE AND WARRANTY DOCUMENTS AS POSTED AT [WWW.RSOLPC.COM/WARRANTY](http://WWW.RSOLPC.COM/WARRANTY).

22) RSOL PC RESERVES THE RIGHT TO ADJUST PRICING WITHOUT PRIOR NOTICE.

23) THE MOST CURRENT VERSION OF THIS DOCUMENT MAY BE DOWNLOADED FROM [WWW.RSOLPC.COM/WARRANTY](http://WWW.RSOLPC.COM/WARRANTY).

YOUR PS3 MODEL NUMBER: CECH \_\_\_\_\_ YOUR PS3 SERIAL NUMBER: C \_\_\_\_\_

(SEE WHITE STICKER ON REAR OF PS3 CONSOLE)

AUTHORIZED SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

Please send correspondence about this Agreement to:

**R.S.O.L. PC SERVICES, L.L.C.**

**Attn: Warranty Services**

**4554 North University Drive**

**Lauderhill, FL 33351**

Current information on technical support and warranty policies, phone numbers and other service information is available on our web sites: [www.rsolpc.com](http://www.rsolpc.com) and [www.ps3repairshop.com](http://www.ps3repairshop.com).

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