



Since 1996

AFTER HOURS CREDIT CARD AUTHORIZATION FORM

For service after-hours, please submit this form to emergency@greghickman.com for immediate service after hours. Payment is for remote service for emergency issue and will include any remote connect fees and/or up to one hour of phone support. If more time then I call to approve. Any forms submitted with incomplete information are ignored.

Date: _____

Company/ Person Name: _____

I, the authorized cardholder, authorize greghickman.com LLC to charge on my credit card the following:

Amount to be charged: \$ _____ 250.00 _____ U.S. Dollars

Credit Card Information: can swipe in-person but signature below required.

Credit Card: MasterCard Visa Amex Discover
(Please circle one)

Credit Card Number: _____

Expiration Date: _____ / _____ / _____
(month) (day) (year)

Credit Card Bill To Address:

City State, Bill to Zip Code: _____

Phone Number on File with CC company: _____

Security Panel Code: _____
(AMEX 4 Digit on Front of Card DISC MC/VISA 3 Digit on Back of Card)

Cardholders Name: _____
(PRINT exactly as it appears on the card)

X _____
(Signature of cardholder) Not scribble but how you sign something you care about like a driver's license, voter ID card or your will.

PLEASE NOTE: Signature also binds customer to Liability Release, Credit Card Policy and Data Loss Policy Statement. DO NOT SIGN ABOVE unless you agree to the following policy.



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CREDIT CARD POLICY

Please Note: All sales are final. This is for a service like technical support, minimum bench fee of \$80 per incident is non-refundable and any chargebacks will be subject to bench fee plus \$50.00 for a chargeback fee. Technical support is provided for the attempt and repair and no guarantee is provided. Additional costs may incur if data is not usable or damage beyond original estimate. Any costs over advertised or quoted amount, we will call you to confirm or only pay bench fee and find other provider for service. Thanks for your understanding. You will only pay quoted prices in advance with no surprises or further charges unless you chargeback. This agreement allows us permission to charge fees for chargebacks and another charges we incur. Any cancellation of credit card or chargeback fees not able to process, we will carry fees and this agreement to Lee County Alabama Small Claims Court. This agreement is very similar to other big box computer repair company contracts.

GENERAL LIABILITY RELEASE

I (PARTICIPANT) authorize GREGHICKMAN.COM, LLC, its owner and any authorized agents to:

1. Perform the services requested on my computer or my company equipment and I grant access to my data and information for such purpose of computer repair, computer service, modification, maintenance or data backup.
2. I waive any data loss, hardware or software loss claims, whether or not I have requested GREGHICKMAN.COM LLC to backup my data, against GREGHICKMAN.COM LLC. GREGHICKMAN.COM LLC shall not be liable for any data loss, alteration, corruption of data, monetary loss from time and use of such data and equipment, monetary cost of digital restore and costs of data input to a new system in case of backup failure or hardware and software failure on customer equipment or third party hardware. This includes but not limited to ISP routers and switches, backup equipment and software, telephone or printer equipment and other office machines regardless if provided by a third party or GREGHICKMAN.COM LLC. GREGHICKMAN.COM LLC provides no liability or warranty for backup equipment or software furnished or recommended by GREGHICKMAN.COM LLC for backup of your data or storage of your data.
3. GREGHICKMAN.COM LLC is not responsible for any software licensing and will not install or sell pirated software; however, any PARTICIPANT or employee installed software or software provided to GREGHICKMAN.COM LLC from customer is not policed by GREGHICKMAN.COM LLC. Any legal or monetary damage due to illegal use of unlicensed or illegal software requested installed by CLIENT is not GREGHICKMAN.COM LLC's financial liability, and I understand this.
4. greghickman.com llc is not responsible for password retention or documentation of your information.
5. Any materials provided or requested by PARTICIPANT is PARTICIPANT'S responsibility to adhere to any trademark or copyright laws. GREGHICKMAN.COM LLC is not liable nor will police or research any legal rights for use for material.

1545 Chadwick Lane
Auburn, Alabama 36832
info@grehickman.com

Alabama – 334-610-0021
Georgia – 770-309-6203
<http://www.grehickman.com>



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GREGHICKMAN.COM LLC DATA LOSS POLICY STATEMENT

GREGHICKMAN.COM LLC will try, to the best of ability AND KNOWLEDGE to exhaust all means possible by GREGHICKMAN.COM LLC to resurrect your data in event of partial or complete and total computer failure. Data integrity is a priority for GREGHICKMAN.COM, LLC; however, computer data is not a tangible asset one can see or feel. There is no way to know data is intact and able to restore and mount with 100% certainty. It is 0 and 1's in digital form and not like a paper file you can see and read; therefore, GREGHICKMAN.COM LLC is not responsible for data loss. Data is driven by backup systems via hardware and software that may fail or report erroneously successful backups over time. Due to programming errors by the backup software vendors or eminent hard drive failure on backup media that could happen anytime, sometimes backups cannot restore and all data will be lost. Files that attempt backup, due to open status or backup software failures, can fail and restore not possible due to loss, failure or even theft. This is a real world reality and GREGHICKMAN.COM LLC is not liable for "Acts of God" or any other hardware or software failures. PARTICIPANT understands this small risk and cannot hold GREGHICKMAN.COM LLC responsible for data lost or its restore, even if equipment is furnished by GREGHICKMAN.COM LLC or recommended by GREGHICKMAN.COM LLC. GREGHICKMAN.COM LLC is not responsible for moving computer equipment due to high probability of damage to hard drive. PARTICIPANT agrees by signing this General Liability Release document, any other GREGHICKMAN.COM LLC paperwork or On-line agreement requiring acceptance they could have consulted with an Attorney and received legal advice on document(s) prior to signing. GREGHICKMAN.COM LLC welcomes and will accept this agreement signed by legal counsel if PARTICIPANT desires but at customer cost and expense associated with legal counsel. GREGHICKMAN.COM is a limited liability corporation (LLC) in GA. greghickman.com LLC will respect your privacy and information securely.

THANK YOU,

A handwritten signature in black ink that reads "Greg Hickman".

Greg Hickman – President
greghickman.com, L.L.C.

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Auburn, Alabama 36832
info@grehickman.com

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