

HARDYNET COMPUTER SOFTWARE REPAIR POLICY

Changes Effective January 1, 2017

HardyNet's computer software repair policy will include a free 30-minute diagnostic examination of a customer device. This free diagnostic is offered to HardyNet customers only and is limited to two (2) visits in a rolling six-month period per customer account. Any software repair requests beyond that number will result in a minimum \$30 30-minute diagnostic charge per visit, with subsequent repair work being charged at \$60 minimum charge for one hour and \$60 per hour for each additional hour of software clean-up; \$99 for computer software restore; \$45 residential/\$51 business trip charge to visit a customer's location; and \$100 networking fee to connect multiple computers. (Non-HardyNet customers at regular rates). Please ask our Customer Service representatives for full policy details.