



91 Sammy McGhee Blvd., Suite 109
Jasper, GA 30143

GhostNet, Inc. service/repair policies:

A written contract is required before any service/repair can begin.
A service call fee is charged for all service/repairs.
The service call fee is applied once per contract.
Payment for all services/repairs is due upon completion of all contracted work.
Client must agree in writing to pay the service/repair rate specified in the service/repair agreement before any service/repair shall begin.

GhostNet, Inc. services:

GhostNet, Inc. shall be held in no way responsible for any previous data contained on any machine that is serviced by any GhostNet, Inc. representative. GhostNet, Inc. highly recommends that the client back up (copy) all crucial data onto a separate storage medium before any work is begun.

GhostNet, Inc. shall not be held responsible for any faulty hardware or software purchased by the client or the client's representative for installation on any machine serviced by a GhostNet, Inc. representative.

GhostNet, Inc. will not install any software or hardware that is illegal or illegally obtained by the client. Any attempt to have a GhostNet, Inc. representative to install such software and/or hardware will result in immediate termination of service agreement without recourse. Client continues to be liable for the service fee.

GhostNet, Inc. representatives are not required to instruct client or the client's representative on the operation of software or hardware unless by prearranged agreement.

GhostNet, Inc. shall not be held responsible for any issues that arise after services have been completed. All installations will be tested for proper functionality upon completion of service/repair.

GhostNet, Inc. shall not be held responsible for any software and/or hardware that is installed prior to or after GhostNet, Inc.'s representative has serviced a machine.

By contracting for any service from GhostNet, Inc. you (the client or the clients representative) have agreed that you have read this information either on this site or by provided hard copy and agree to its terms.

No verbal agreements expressed or implied will be honored. All agreements must be in writing. Delinquent payment voids any guarantees made by GhostNet, Inc.

Once all agreements have been signed the contracted price stands firm. In regards to changes and/or additions to specifications of the agreement GhostNet, Inc. reserves the right to be paid for the amount stated and agreed upon before proceeding with any extra work. A change order form must be signed by the client or the client's representative (to be determined by the client) which will state the additional costs. If agreed upon materials have been purchased prior to the change in work, the client must pay costs incurred to dispose of the materials in the change.

Payment: (unless prior arrangements are made and agreed upon)

All work requires a down payment of one-half of the final agreed upon amount.

All work is to be fully paid upon the receipt of an invoice (i.e. net upon completion).

Work uncompleted but beyond the control of GhostNet, Inc. will require total amount due less a percent for the work yet to be completed.

Any past due balance shall be subject to a finance charge which shall be computed by a periodic rate of 1½ percent per month (or a minimum charge of \$1.00 for any balance under \$50.00) which is an annual percentage rate of 18% applied to the previous balance. In the event that any part or the whole amount due under this agreement must be collected by or through a third party or an attorney, the client hereby agrees to pay all fees, incidental costs and other charges involved in collecting the amount due.

Scope: GhostNet, Inc. shall furnish all tools, equipment and labor in order to execute the project.

Workmanship: All operations shall be completed in a substantial and professional manner. Specifications and details are to serve as a guide and shall be followed as closely as practicable, but minor on-site adjustments may be made as needed.

Revision: Any quotation, estimate or proposal is subject to revision if not accepted within 30 days, as the availability of many materials does not remain constant. The quotation, estimate or proposal is based on the current price of materials and labor and can be adjusted after a 30-day period for any anticipated or unanticipated increases in same.

Concealed contingencies: Any quotation, estimate or proposal is subject to an extra charge for concealed contingencies such as viruses, worms, hacked/violated servers, details not accurately described by the client, etc., not readily apparent in estimating the materials and work specified.

Measurements: Any measurements mentioned in the job description are subject to a 10% variance.

Change order note: All jobs are done as specified and any request for additional work or changes will require a signed change order. If you do not receive a signed copy of the change order, assume that the technician did not notify the office, and please call us. It is our goal to make you a satisfied customer. The technician is responsible for your job and is capable of doing the work. The technician will be familiar with your particular job and will be able to answer your questions. In some cases the technician will be able to write up a change order from the requests for additional work or changes in existing work.

Work as specified: There are no other warranties made by GhostNet, Inc., whether expressed or implied, other than specifically in the agreement herein. Furthermore, the client expressly waives any implied warranties or any of the materials delivered by the contractor, and further, specifically agrees that the contractor shall not be responsible for any action or claim for damages allegedly arising out of any such hidden defects and/or under Georgia law of rehibitory vices and/or defects.

_____ Date: _____
Client Signature

_____ Date: _____
GhostNet, Inc.
President's Signature

Client Name Printed

Company Name Printed

Address Printed

Telephone Number Printed

NOTE: If these terms and conditions are acceptable, please sign both copies and send back to GhostNet, Inc. The starting date will be contingent on present schedule.