

# Computer Repair Queens – Terms of Service & Service Warranty

(Effective January 1, 2026)

## Computer Repair Queens

### 1. Agreement to Terms

By booking, requesting, purchasing, or using any service from Computer Repair Queens (“CRQ”, “we”, “us”),

you agree to these Terms of Service (“Terms”). If you do not agree, do not use our services or website.

### 2. Who We Are

Computer Repair Queens is a mobile, on-demand diagnostics and repair service for computers, TVs, game

consoles, data recovery/transfers, upgrades, and in-home tech troubleshooting. We may provide in-home service and/or pickup & drop-off, depending on the service category and technician availability.

Queens Computer Store (“QCS”) is our retail/resale division that offers certified pre-owned devices, replacement systems, parts/accessories, custom builds, and trade-in options.

Troubleshooting/diagnostics/repairs are performed under Computer Repair Queens, while product sales and

trade-ins are handled through Queens Computer Store terms where applicable.

### 3. Scope of Work

**Diagnostic-first workflow.** Many services begin with diagnostics to identify the issue, confirm feasibility, and

determine the correct repair plan. A diagnostic visit/evaluation is limited to the defined diagnostic scope and

time window. If additional work is required, we stop and provide a quote/estimate for your approval before continuing.

**Estimates and approvals.** Repairs and additional work begin only after you approve the estimate.

Approvals

may be captured in writing, electronically, by text/email confirmation, or within our booking/checkout flow.

**No guarantee of outcome.** Some issues (especially intermittent faults, liquid damage, board-level failures, and

data recovery) may be unpredictable. We will communicate reasonable expectations and available options, but

we do not guarantee specific outcomes unless stated in writing.

### 4. Scheduling, Access, and Customer Responsibilities

You agree to provide accurate contact information, a correct service address, safe access to the device, and a

reasonable workspace (when in-home). Please back up important data when possible. If you cannot, tell us before service begins so we can discuss

options and risk.

You are responsible for providing passwords/credentials needed to test functionality (or a guest account) when

required. If you prefer not to share passwords, we can test using alternate methods, but this may limit verification.

You must have an adult (18+) present for in-home appointments unless otherwise agreed.

You are responsible for lawful ownership of the device(s) presented for service, trade-in, or sale.

### 5. Diagnostics, Quotes, and Additional Work

Diagnostics are intended to identify the problem and recommend solutions. Diagnostics may include software

testing, hardware testing, visual inspection, and basic troubleshooting steps.

If the issue is resolved within the diagnostic scope, we may close the job as completed and provide a summary

of the work performed.

If the issue is not resolved within the diagnostic scope, we will pause and provide an estimate for additional

labor/parts/service options. We will not continue beyond the diagnostic scope without your approval.

If you decline the quote, the diagnostic/evaluation is still considered rendered and is not refundable except

where required by law or explicitly agreed in writing.

#### **6. Parts, Materials, and Replacements**

We may use new, refurbished, or manufacturer/OEM-equivalent parts depending on availability and your preferences. Part quality and availability can impact turnaround times.

Any parts removed from your device may be returned upon request at the time of service, unless they must be

retained for warranty/return processing or are unsafe to return.

Certain devices may be deemed uneconomical to repair. In those cases, we may recommend replacement

options through Queens Computer Store (certified pre-owned devices, custom builds, or upgrade packages).

#### **7. Data Services & Customer Data**

Services may involve handling data (e.g., operating system work, transfers, recovery, backups). While we take

care to protect data, you acknowledge that data loss can occur due to existing device conditions, failing storage

media, malware, encryption, or hardware failure.

Unless you request otherwise, we may create temporary working copies of data to complete a transfer or recovery. Temporary copies are removed following job completion subject to reasonable retention

practices

described in our Privacy Policy.

#### **8. Trade-Ins, Buy/Sell/Donate, and Store Referrals**

If a repair is declined or the device is not worth repairing, we may offer trade-in credit, purchase offers, donation/refurbishment options, or certified replacement device options through Queens Computer Store.

Trade-in values (if any) depend on device condition, completeness, market demand, and test results. We may

refuse devices that are unsafe, locked, reported lost/stolen, or otherwise

non-compliant. Trade-in/purchase transactions may require identity verification and proof of ownership where appropriate.

Additional terms may apply through Queens Computer Store.

#### **9. Turnaround Times and Availability**

Turnaround times vary based on issue complexity, parts availability, workload, and customer responsiveness.

Any timing estimates are estimates, not guarantees.

For pickup/drop-off services, you authorize us to transport and store your device while work is performed.

#### **10. Service Warranty (Workmanship)**

**30-day workmanship warranty (standard).** We stand behind our workmanship for a limited period after completion of a repair. If the same problem returns due to our workmanship, we will re-evaluate and, if

confirmed, correct it.

**What is covered.** Covered: the specific repair work we performed and the same symptoms caused by our workmanship.

**What is not covered.** Not covered: new issues, accidental damage, liquid damage after service, misuse, power surges, third-party changes, malware reinfection, customer-supplied parts, pre-existing or unrelated faults, and normal wear and tear.

**Warranty process.** If you believe a covered issue has returned, contact us promptly. We may require a re-check appointment. If the issue is not related to our workmanship, a new diagnostic/evaluation may be required.

**Parts warranty.** Parts may carry a manufacturer or supplier warranty. We will pass along any available parts warranty information where applicable.

### **11. Product Warranty for Certified Pre-Owned Devices (Queens Computer Store)**

Certified pre-owned devices sold through Queens Computer Store include a limited warranty described on the product listing or receipt. Optional extended protection plans may be offered by QCS. QCS warranty coverage

is separate from CRQ service warranty, though repairs may be fulfilled by CRQ technicians as part of the warranty process (subject to QCS terms).

### **12. Payment, Chargebacks, and Non-Payment**

Payment is due as agreed at booking/checkout and/or upon completion of approved work. We may require deposits or pre-authorization depending on service type.

Chargebacks, payment reversals, or disputes submitted in bad faith (e.g., after services are rendered and documented) may result in collections and/or refusal of future service, consistent with applicable law.

### **13. Cancellations, No-Shows, and Rescheduling**

Cancellations and rescheduling rules are described in our Refunds & Cancellations Policy, which is incorporated by reference into these Terms.

**14. Safety, Refusal of Service, and Unacceptable Conditions** We may refuse or stop service if conditions are unsafe, hostile, unsanitary, or if we suspect fraud, stolen property, or illegal activity.

We may also refuse service for devices that are excessively damaged, contaminated (e.g., pests, biohazards), or otherwise unsafe to handle.

### **15. Limitation of Liability**

To the maximum extent permitted by law, our liability is limited to the amount you paid for the specific service

that gave rise to the claim. We are not liable for indirect, incidental, special, or consequential damages (such as lost profits, lost data, or business interruption).

Some jurisdictions do not allow certain limitations, so these limitations may not apply to you.

### **16. Dispute Resolution**

If a problem arises, please contact us first so we can attempt to resolve it. We prefer good-faith resolution before any formal action.

Where permitted, you agree that any dispute will be brought in the appropriate courts for our operating area,  
unless otherwise required by law.

**17. Changes to These Terms**

We may update these Terms from time to time. The “Effective” date above will reflect the latest version. Continued use of our services after changes means you accept the updated Terms.