



# FREE PC & MAC REPAIR

- **2 PC Repairs per year (6 for Realtor Plus).** (See customer responsibilities below)
- **3 Quick-Fix Support Calls per year.** (Issues that don't require PC drop-off)

## ***Other things we fix/install:***

- Microsoft Windows and Office security patches and stability updates
- Scan for any viruses, adware or spyware, and remove them if found
- Program updates for Antivirus, Anti-spyware and Anti-adware solutions

## **Please note the following important information:**

- There is a **5-7 business day** turnaround from the time the computer is received by us.
- The member is responsible for bringing in and picking up their machine. Drop off and pickup hours are between 9am-4:30pm, Monday through Friday, at SDAR's Kearny Mesa office located at 4845 Ronson Court, San Diego, CA 92111. No appointment is needed.
- SDAR is not liable for any data loss that might occur while attempting to repair your computer. Please backup your data before bringing it in. If you are unable to do so, please list this on the work order form and we will do our best to backup your data (if possible).
- Once notified your machine is ready for pickup, you must pick up your computer within 60 calendar days. If you do not pick up your computer within this time, the data on your machine will be deleted as a security measure, and your computer will be taken to an electronics recycler.
- If replacement parts are required to repair the PC, the member must pay for and acquire those parts themselves. Our technician can provide guidance on which parts to acquire and where to acquire them.
- If an operating system re-install is recommended and/or required, the member must provide the original operating system discs that came with the computer (Microsoft Windows, Apple OSX, etc). It's a good idea to bring these discs in with the PC anyway. Our tech cannot perform a system re-installation without a legal software license for the operating system. If the member has an illegal copy of the operating system, by law, our technician cannot perform the service.

**For more information call (858) 715-8010 or email [helpdesk@sdar.com](mailto:helpdesk@sdar.com)**