



Product & Service Solutions...

with a human touch!

KIND
TECHNOLOGIES, LLC

(800) 852-8723 www.kindtechnologies.com
(For 24/7 Toll-free Paging Product Service Requests & Inquiries)

(360) 225-8723

333 Davidson Avenue, Woodland, WA 98674

kindtech@kindtechnologies.com

*** VISA/MasterCard/Discover/AmEx/PayPal Payments Gladly Accepted ***

SERVICE RATES & CHARGES

Effective: **March 17, 2017**

In-Shop Attended Help-U Support Services

\$15 labor first ¼ hr; \$7.50 per ¼ hr. increment thereafter

Bench/Telephone/Online Repair & Support Services

\$20 labor first ¼ hr; \$12.50 per ¼ hr. increment thereafter

Home & Business Skilled Services

\$30 labor first ½ hr; \$20.00 per ½ hr. increment thereafter

On-site Technical Support Services

\$25 labor first ¼ hr; \$15 per ¼ hr. increment thereafter

Trip Fee* - \$2.00 per mile traveled from Kind service center (waived within Woodland city limits)

Emergency Support Services Surcharge* - \$5.00 per ¼ hr.; 1 hour labor minimum
(8 pm - 8 am M-Sat. & All Day Sunday)

Economy Bench Repair Special - Flat 2-hour labor charge for low-priority off-site repairs
Special flat-rate repairs offered on a first come, first served basis with extended turn-around times in excess of 2 weeks possible

"Human Touch" Pricing – Though billed costs will accrue according to rates & fees as detailed herein, each customer is trusted with final say as to the fair & *win-win* price to pay under their own circumstances.

Thank You for Your Confidence & Support !

*Trip Fee and/or ESS Surcharges may be waived according to circumstances and/or as pre-arranged by customer and Kind service provider
**On bills \$50 or more; PPD pre-applied for immediate payments, and applied as account credit for invoiced totals paid in full within 7 calendar days of billing date



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KINDCARE ASSURANCE POLICY

The KindCare Assurance Policy coverage backs your newly purchased, upgraded, and/or repaired products with the assurance of highest quality support at a fair and affordable cost. This uniquely “human touch” coverage is designed to maximize the benefits of Kind’s strong service orientation and expertise for the broadest range of buyer experience levels, applying to computer & technology products *as well as* the owner’s ability to make use of those products.

Through our KindCare policy we strive to offer customers security, cost control, and swift solutions to technology issues, thereby providing peace of mind through a pay-only-as-required win-win partnership that does not profit by any appeal to fear of product failure.

- **New Kind computer systems are provided with 2 years of KindCare coverage**
(in addition to, and concurrent with, any manufacturer warranties included)
- **Used & Refurbished Kind products include 1 year of KindCare coverage**
- **Upgraded and/or Repaired Kind products include 6 months of KindCare coverage**

KindCare Policy Terms*

1. **KindCare Hardware Repair Services Rate:** Kind product troubleshooting and repair services required within the KindCare coverage period shall be provided at a discount of 40% off standard rates and service charges as established at time of service(s) rendered.
 - a) Failed parts covered under manufacturer warranty will be repaired or replaced according to the terms of their warranty. Warranty repair/replacement processing charges (for processing, shipping, etc.) may accrue at the KindCare Hardware Repair Services Rate. Customers who elect to do so may avoid such charges by pursuing warranty parts repair/replacement themselves, with guidance provided by Kind as needed and requested.
 - b) Unwarranted Kind products which fail irreparably within the KindCare coverage period shall be replaced at a discount of 40% off Kind retail price as established at time of failure. Labor accrued in the repair or replacement of such parts will be billed at the KindCare Hardware Repair Services Rate.
2. **KindCare Product Support Rate:** Within the KindCare coverage period Kind shall provide product paid support assistance at a discount of 25% off standard** rates and service charges, as established at time of service(s) rendered. Such services shall include telephone, online, bench, & Help-U support, troubleshooting, and problem resolution.
3. **KindCare Repeat Services Policy:** KindCare Services Rates shall apply to follow-up remedial services required within 90 days of services previously billed at regular Kind rates.
4. **KindCare Grace & Cap Policy:** The first 15 minutes of product support for a purchased product shall be free within any 30-day period. Total paid KindCare support for any single product will be capped at 6 hours within any 12-month KindCare coverage period.
5. **KindCare "Human Touch" Promise:** Kind shall provide its customers courteous support and assistance for each Kind product’s useful lifetime. In the event of product issues and/or failure we will seek a fair, balanced, and honest remedy which, if not free of charge, proves mutually acceptable. Such remedies may consist of repair, replacement, credit, refund, or sometimes simply customer education. Rest assured, we will always strive to provide win-win solutions that make good sense, that strengthen the mutual trust between ourselves and our customers, that maximize the useful life of the products we sell, and that maintain our reputation as the first in a new breed of viable and socially conscious “Gentle-Profit” Companies. **Kind cares for you!**

*Applicable to Original Kind Customer

**Trip Fees and Emergency Surcharges not included