

Website and Service Terms

Chris Bits Repair LLC

Taylors, South Carolina

Effective date: **October 22, 2026**

These Website and Service Terms ("Terms") describe the conditions under which Chris Bits Repair LLC ("Company," "we," "us," or "our") makes its website available and provides approved services. "You" and "Customer" mean the person or organization requesting or purchasing services. A "Work Order" is a written estimate, quotation, statement of work, or service authorization that identifies the work and is accepted by both parties.

1 Acceptance and project documents

You accept these Terms by signing an agreement that incorporates them, selecting an agreement checkbox presented with access to these Terms, or otherwise expressly agreeing to them in a written or electronic record. If acting for an organization, you represent that you have authority to bind it. Customers entering a service agreement must be at least 18 years old and legally able to contract.

A website inquiry, an automated acknowledgment, or delivery of equipment does not by itself authorize paid work or require us to accept a project. Service obligations begin only when we accept a Work Order and you approve its scope and charges. Please obtain our acceptance and delivery instructions before sending equipment.

The accepted Work Order, these Terms, and any expressly incorporated attachments form the service agreement. A project-specific provision mutually accepted in writing controls a conflicting general provision in these Terms. Mandatory legal rights always control. Customer purchase-order terms do not amend our agreement unless we expressly accept those terms, subject to applicable law governing contract formation.

2 Services and individual review

We consider requests for industrial electronics and equipment repair; computer and electronic systems work; custom design, fabrication, and test solutions; and historic or collectible technology restoration. Each request is evaluated for scope, condition, resources, parts availability, intended use, schedule, and feasibility.

We may request information, propose a paid assessment, accept a defined project, propose specialist assistance, refer you to another provider, or decline a request. A service category or past project does not promise support for every manufacturer, model, configuration, or fault. We are an independent service provider; manufacturer affiliation or authorization exists only where expressly identified.

3 Assessment and authorization

Any diagnostic or assessment fee, its scope, and whether it will be credited toward later work will be discussed and agreed after reviewing your request and before the assessment begins. An authorized assessment may conclude that repair is impractical, parts are unavailable, further investigation is needed, or no fault can be reproduced. The agreed fee remains payable for assessment work properly performed even if you decline a repair or no successful repair results, subject to your remedies for deficient work and applicable law.

Approval of an assessment is not approval of an unrestricted repair. The Work Order will identify the authorized work, deliverables, price or pricing basis, spending limit where applicable, and any approval stages. We will obtain your approval before materially expanding the scope or exceeding an agreed spending limit. Silence is not approval. We may pause work while awaiting a decision.

4 Estimates and changes

An estimate is an informed projection based on the information then available. A fixed quotation applies only to the stated scope and conditions. Hidden damage, additional faults, unavailable parts, undocumented modifications, or new requirements may require a revised proposal. A revised estimate alone does not authorize additional charges.

The Work Order will explain which charges are included and identify applicable labor, parts, sourcing, fabrication, testing, documentation, subcontracting, shipping, travel, taxes, and other agreed costs. Nonreturnable parts or outside commitments requiring your approval will be identified before they are ordered or incurred. New, used, refurbished, donor, or reproduced parts may be proposed, with material substitutions and condition disclosed before approval.

5 Deposits and payment before return

If estimated work charges, after review of your service request, exceed \$5,000, a deposit of at least 25% of those estimated work charges is required before work begins. The Work Order will state the estimated work charges, what those charges include, the exact deposit amount, and when it must be paid. A higher deposit, a deposit for a smaller project, or additional milestone payments applies only if disclosed and agreed in the Work Order. If an approved scope change takes estimated work charges above \$5,000, we will agree on the required deposit or deposit adjustment before performing the added work.

Deposits are credited toward the agreed charges. A deposit is not automatically forfeited or nonrefundable; cancellation and refund treatment is governed by Section 6 and applicable law.

All amounts properly due for the project must be paid before we return, release, or ship the item or equipment. Payments must clear before release. On-site services and deliverables that do not involve equipment in our possession have the payment milestones and due dates stated in the Work Order. We may suspend further work for overdue agreed payments after notice. Any right to retain property is subject to applicable law and Section 16.

Please contact us promptly about an invoice dispute. These Terms do not waive statutory billing-dispute, chargeback, setoff, or other mandatory rights. No late fee, interest charge, or collection surcharge arises from these Terms alone.

6 Cancellation and refunds

You may request cancellation or a pause by contacting us in writing. We will stop further avoidable work and commitments after receiving the request, allowing for reasonable steps to make equipment and work in progress safe.

Except where cancellation results from our material breach or applicable law requires a different result, you remain responsible for authorized work properly performed and reasonable, documented, nonrecoverable commitments already made for your project. We will credit recoverable supplier refunds and amounts recovered from usable or resold items to avoid charging twice for the same cost. Special-order or custom items are not automatically refundable merely because you change your mind, but their treatment must follow the agreed scope and applicable law.

We will provide an accounting, apply your deposit, and return any unearned balance without unreasonable delay and within any legally required deadline. Cancellation does not guarantee restoration of the equipment to its original assembly or operating condition where authorized work has changed it. Any additional reassembly or return-preparation work and its cost require agreement.

We may stop or decline further work if it is unsafe, unlawful, outside the accepted scope, infeasible, or prevented by missing approvals or payment. We will explain the reason and arrange an accounting and return or other agreed handling of your property. A delay or cancellation does not permit us to keep payment for unperformed work without a lawful basis. Any mandatory cancellation, refund, or notice rights, including rights applicable to a covered home solicitation sale, remain in effect.

7 Customer information and authority

You represent that you own the equipment or have the owner's authority to authorize the work, provide access, and approve the agreed changes. Disclose any lease, lien, institutional restriction, or third-party interest that affects those permissions. Provide accurate contact information and keep it current.

Tell us about known faults, prior repairs, modifications, contamination, damaged batteries, stored energy, hazardous materials, special handling needs, and any unusual historical or financial significance. Identify included accessories, removable media, and documentation. We may require an intake inventory, condition photographs, proof of authority, or agreed handling arrangements before accepting custody.

8 Existing condition and repair risks

We will exercise reasonable care and skill in performing accepted work and handling property entrusted to us. Used, damaged, obsolete, and historic equipment may have concealed faults, brittle materials, failing storage media, corrosion, or components that fail during otherwise appropriate testing. Diagnosis may reveal additional problems or show that an item cannot be restored economically.

We will discuss material risks identified during review or assessment. Destructive testing, erasure, irreversible modifications, or material departures from an agreed preservation plan require your specific authorization unless already clearly included in the Work Order. If new findings materially change the risk or scope, we may stop and seek instructions.

Acknowledging inherent equipment risks is not a release of responsibility for our failure to exercise reasonable care, unauthorized work, or liability that cannot lawfully be excluded. Successful work on an identified fault does not establish that every other component is fault-free or extend the expected life of the entire system.

9 Data software and access credentials

Before service, make and verify backups of important data, software, configurations, licenses, and recovery keys where possible. Tell us if a backup cannot be made or the only copy is on failing or irreplaceable media. Imaging, backup, migration, and data recovery are included only when expressly scoped; their feasibility and success are not assumed.

Provide only access necessary for the agreed work. Use temporary credentials where practical and remove or change them after service. Do not place passwords, payment-card details, health records, trade secrets, or other sensitive information in an ordinary website inquiry. Arrange an appropriate transfer and handling method with us first. Special confidentiality, security, regulatory, or data-location requirements must be disclosed and accepted before access or transfer.

You authorize access to equipment, software, and data only as reasonably necessary for the approved work. We will use reasonable safeguards and limit access to people with a legitimate project need. Reinstallation, resets, firmware changes, write operations on vulnerable media, or other steps expected to alter or erase data require authorization within the scope or a later approval. We do not provide continuing backup storage unless agreed in writing.

You must have the rights needed for software, data, and access you provide. These Terms do not transfer software licenses, authorize unlawful circumvention, or guarantee compatibility with unsupported software. Backup responsibilities do not excuse our unauthorized access, failure to use reasonable care, or legal data-protection obligations.

10 Historic and collectible technology

Restoration projects begin with an agreed goal, such as condition assessment, preservation for display, demonstration of selected functions, or a defined operating state. Full operation is included only if expressly agreed. An assessment or preservation stage can be completed successfully without producing working equipment.

The Work Order will address stages, spending limits, documentation, originality priorities, acceptable substitutions, software or media preservation, and approval points. We will seek approval before material changes to those choices. Replacement, reproduction, modification, and conservation treatments may affect appearance, originality, maintainability, or market value; discuss these tradeoffs before authorization.

Agree in advance on the return or retention of original parts and materials. We will not dispose of historically significant original parts without authorization, except where lawful handling of an immediate hazard requires otherwise. Any core-exchange requirement or hazardous-material restriction will be disclosed when known. We do not promise an appraisal, authentication, museum accreditation, or a particular increase in collectible value.

11 Custom work and intellectual property

Custom work is evaluated against the specifications, tolerances, intended use, deliverables, and tests in the Work Order. A prototype or experimental assembly is supplied for its agreed development or evaluation purpose. Production use, compliance testing, certification, or use in a safety-critical system must be expressly addressed before acceptance.

You retain ownership of materials and intellectual property you supply. You grant us permission to use them only as needed to evaluate and perform the agreed work, including approved specialist assistance. We retain our pre-existing tools, methods, software, libraries, and general know-how.

The Work Order should expressly identify ownership or licensing of project-specific designs, source code, CAD files, drawings, and manufacturing files, together with any rights to reproduce, manufacture, distribute, or commercialize the result. Unless otherwise agreed, payment for a physical item does not by itself transfer copyright or require delivery of native design or source files.

Upon full payment, you receive a perpetual, nonexclusive license to use the Company-owned material actually included in delivered work for the agreed purpose, including operating, maintaining, and repairing that work and engaging others to do so for you. Third-party materials remain subject to their own licenses. Broader manufacturing, resale, exclusive ownership, or source-file rights must be agreed in the Work Order. We will not disclose or reuse your confidential project material contrary to Section 18.

12 Testing completion and intended use

Completion is measured against the agreed scope and verification criteria. We will identify tests performed and material known limitations. Bench testing, a limited demonstration, or a repair of a subassembly does not establish complete system safety, accuracy across every condition, regulatory certification, or fitness for an undisclosed application.

For industrial or integrated equipment, identify any safety-related functions and the intended operating environment before work begins. Unless included in our accepted scope, installation, integration, commissioning, protective-device verification, and return-to-service approval remain your responsibility and must be performed by appropriately qualified people. We remain responsible for the work we undertake and cannot transfer duties imposed on us by law.

Inspect returned work promptly and report apparent damage or nonconformity so it can be investigated. Use or silence alone does not waive latent-defect claims or rights that cannot be waived. If the Work Order includes a formal acceptance test, it must identify the test and any agreed correction process.

13 Warranty and support terms

Any voluntary workmanship or parts warranty will be discussed and agreed after review of the service request and before authorization of the covered work. These Terms do not establish a universal warranty period. The Work Order or accompanying warranty document will state the covered work or parts, duration and starting point, claim procedure, remedies, exclusions, and responsibility for return shipping or other claim costs.

We are responsible for performing the agreed services with reasonable care and skill. A voluntary warranty on a specific repair does not automatically cover unrelated components, pre-existing faults outside the scope, or the entire machine. Any exclusion for misuse, unsuitable power or environment, later alteration, or third-party work applies only to the extent the problem was caused by that circumstance. Use of another repair provider or a third-party part does not by itself cancel otherwise applicable rights.

Customer-supplied parts and outside manufacturers' warranties will be identified where relevant. We do not create a new manufacturer's warranty for a part supplied by someone else, but that does not eliminate our responsibility for our work or any warranty obligations imposed on us by law.

Contact us with the Work Order number and a description of the problem before arranging return service when reasonably possible. We will review the issue under the applicable warranty and law. These Terms do not impose a separate shortened deadline for bringing a legal claim.

These Terms do not disclaim implied warranties on goods, negate an express warranty, or reduce rights that cannot lawfully be limited. The absence of a stated voluntary warranty period is not a statement that you have no legal warranty rights. Any special commercial warranty exclusion or exclusive remedy must be separately and validly agreed and must comply with applicable law.

14 Specialists and referrals

If we propose a managed subcontract, the Work Order will identify the specialist portion, related charges, handling of equipment and information, and responsibility for testing and follow-up. We will obtain your approval before sending equipment or sensitive project material to a specialist outside the approved arrangement. Chris Bits Repair LLC remains your contracting provider for the managed work and remains responsible for its obligations under the agreement.

For a direct referral, you contract directly with the other provider under that provider's terms. A referral alone does not make that provider our agent or promise its performance. Any referral fee or other material financial relationship will be disclosed where applicable.

15 Delivery transport and scheduling

Local handoff, shipping, freight, collection, and on-site attendance require prior arrangement. The Work Order or delivery instructions should identify packaging, freight preparation, carrier selection, transport charges, declared value, insurance arrangements, and who handles a carrier claim. Do not send damaged batteries or other hazardous material without lawful, specifically agreed arrangements.

You are responsible for suitable packaging when you arrange shipment. We will exercise reasonable care in packaging we undertake and cooperate reasonably with a transport claim. Carrier limits and insurance terms may affect recovery, but these Terms do not release us from our own improper handling or packing. Any special allocation of transit risk must be agreed in writing and comply with applicable law.

Turnaround dates are estimates unless expressly committed in writing. Parts availability, hidden faults, research, specialist schedules, shipping, and delayed approvals can affect timing. We will communicate material changes and seek agreement where they affect scope or commitments. Events beyond our reasonable control may justify a reasonable schedule adjustment; they do not excuse reasonable mitigation, communication, or refunds for unperformed work when required.

16 Collection storage and unclaimed property

We will notify you when equipment is ready for collection or return and identify the balance due. You must arrange collection or shipment after payment and within the period agreed for the project.

Any storage charges, daily rate, start date, grace period, and holding arrangements will be discussed and agreed after review of your service request. No fixed storage charge or automatic storage period is imposed by these Terms. Storage charges must also comply with applicable notice requirements and other legal restrictions.

We may assert a lawful repairer's, artisan's, or storage lien only where the facts and applicable law support it. Unpaid or uncollected property does not automatically become ours. Any sale, disposal, or lien enforcement will follow applicable law, including required owner and lienholder searches, notices, waiting periods, court or magistrate procedures, and handling of proceeds. An ordinary email reminder or a provision in these Terms does not replace a notice that the law requires by a specified method.

17 Commercial liability limits

This section applies only to a Customer obtaining services primarily for business, institutional, or other nonpersonal purposes (a "Business Customer"). It does not apply to a consumer obtaining services primarily for personal, family, or household use. Product-specific protections that apply regardless of the purchaser's intended use remain in effect.

Subject to the exceptions below and to the extent permitted by law, we will not be liable to a Business Customer for consequential, incidental, special, or indirect economic losses, including lost production, lost profits, lost business opportunities, or business interruption arising from the project. An expense is not excluded merely because it concerns data or substitute equipment if it is legally recoverable as a direct loss.

Subject to the same exceptions, our total liability to a Business Customer for other claims arising from an affected Work Order, whether in contract, tort, or otherwise, will not exceed the total charges paid or payable to us under that Work Order, unless a different limit is expressly agreed in writing.

The exclusions and cap in this section do not apply to fraud, intentional misconduct, gross negligence or recklessness; death or personal injury; physical loss of or damage to tangible property caused by our negligence or breach of duty; breach of our confidentiality obligations or applicable data-protection law; or any liability or remedy that applicable law prohibits limiting. They do not excuse refunding unearned amounts or completing an agreed warranty remedy.

Business Customers should identify unusual downtime exposure, critical data, irreplaceable equipment, and any required higher liability allocation before work is accepted so the scope, handling, insurance, and price can be evaluated. No provision guarantees that a particular loss is insured or that insurance will pay a claim.

18 Confidentiality privacy and project photographs

Each party will use reasonable care to protect nonpublic business, technical, and personal information received for a project and use it only for legitimate purposes connected with the agreement. This restriction does not cover information lawfully public, already lawfully known without restriction, independently developed, or properly obtained from another source. Disclosure required by law is permitted, with notice where lawful and reasonably practical. Approved service providers may receive information needed for their role, subject to appropriate confidentiality obligations.

Refer to our Privacy Policy. A signed confidentiality or data-handling agreement controls its subject matter. These Terms are not consent to unrelated marketing or a substitute for legally required privacy disclosures or permissions.

We may make reasonable intake photographs and service records to document condition and work. We will obtain separate permission before publishing customer-identifying project material, confidential information, or photographs for a portfolio, advertisement, or social-media post. These Terms do not give us ownership of your reviews or an unrestricted publicity license.

19 Website content and acceptable use

We permit ordinary lawful use of the website to learn about our business, contact us, and submit requests. Unless identified otherwise, website text, photographs, branding, and other original content belong to us or our licensors. You may view, link to, and retain reasonable copies for evaluating our services. Further reuse requires permission unless allowed by law. Manufacturer names and marks remain their owners' property.

You must not use the website to submit malicious code, impersonate another person, gain unauthorized access, interfere with operation, or send unlawful or knowingly misleading material. You must have permission to submit materials belonging to others. We may restrict abusive access or remove unlawful submissions.

General website content and project examples are informational and are not instructions to perform hazardous work or a guarantee of a result for other equipment. We aim to keep information accurate but do not promise continuous availability or that general content is free of every error. These qualifications do not negate express promises in an agreement, excuse deceptive statements, or limit mandatory legal rights. Third-party links are provided for convenience; their services and policies are controlled by their operators.

Nothing in these Terms prohibits an honest review, a lawful complaint, reporting to a regulator, or communications protected by law. Confidentiality and intellectual-property provisions will not be applied to suppress protected reviews or complaints.

20 Disputes and governing law

Please contact us with a description of a concern and the relevant Work Order so we can attempt a practical resolution. Informal discussion is encouraged but is not a mandatory waiting period, a waiver of rights, or an extension of a legal filing deadline.

South Carolina law governs the agreement, subject to applicable federal law and any mandatory protections that apply despite a choice of law. For Business Customers, the parties agree to jurisdiction and venue in the state courts in Greenville County, South Carolina, or the federal court having jurisdiction there, unless a controlling law requires otherwise. Consumer jurisdiction and venue remain subject to applicable law and mandatory consumer protections.

These Terms do not require arbitration, waive trial by jury, or waive class or representative procedures. Available small-claims proceedings and complaints to appropriate agencies remain available. Attorney fees and costs are recoverable only where authorized by applicable law or a separately enforceable agreement.

21 Communications updates and other provisions

Written approvals may be documented by a signed paper, an electronic signature, or an email that clearly identifies the proposal and the customer's authorization, where legally sufficient. If both parties agree to electronic communications, routine project documents may be exchanged electronically in a form you can retain. You may request paper copies or decline electronic handling of future transactions. Required consumer disclosures and legally prescribed notices will be provided using the consent procedures, format, and delivery method required by law.

Updates to these Terms will show a new effective date. Updated terms govern future transactions only after legally sufficient notice and acceptance. An update does not retroactively change an existing Work Order unless both parties agree or a controlling law requires a change.

If a provision is unenforceable, it will be disregarded to the extent necessary, and the remainder will continue where legally permissible. Failure to enforce a provision on one occasion is not a general waiver. Accrued payment obligations, applicable warranty rights, confidentiality, intellectual-property rights, and dispute provisions continue after completion to the extent their nature and applicable law require. Nothing here extinguishes legal rights based on fraud, misrepresentation, or other rights that cannot be waived.

22 Contact

Chris Bits Repair LLC

Taylors, South Carolina

Email: **ChrisBitsRepair@gmail.com**

Telephone: **(864) 263-9896**

Business mailing address for formal notices: **104 Taylors Rd, Taylors SC 29687**

Equipment delivery and visits are by prior arrangement. Contact us for instructions before shipping or bringing equipment.