

### 2012 Flat Rate Price Guide & Policies

<p><b>Quote/Estimate</b> – of Equipment or Service Needs. If Baham Labs services are used, this amount will be credited to service fees.</p>	<p>\$25.00 or 10% of total estimate if over \$700* (excludes PCs)</p>						
<p><b>Quick System Check &amp; Tune Up</b> – Includes a check to make sure system is running normally; may include recommendations <b>Phone Support/Online-Remote</b> – Tech support via phone or online remote (Not Billed: Questions, suggestions, comments)</p>	<p>\$45.00 <i>per system</i></p>						
<p><b>System checkup</b> – Includes Spyware immunization, registry optimization tactics, registry check, driver updates, &amp; loading Windows Updates if needed. May include recommendations</p>	<p>\$65.50 <i>per system</i></p>						
<p><b>Virus or Spyware Removal</b> – Includes all of the above plus special virus or spyware removal using advanced techniques or some Data Recovery. May include recommendations &amp; require system to be picked up and returned when completed.</p>	<p>\$100.00 <i>per system</i></p>						
<p><b>Hardware maintenance</b> – Labor fees for Physical repairs on a system, also includes all of the above</p>	<p>\$150.00 <i>per system, plus cost of hardware components</i> <i>( hardware prices depend on market values)</i></p>						
<p><b>Advanced Data Recovery</b> – Includes recovery from magnetic media (Disks or Hard Drives) or optical media ( CDs / DVDs) to the best of our ability. CD or DVD provided with any recoverable data.</p>	<p>\$150.00 <i>per system, plus cost of hardware components if needed ( hardware prices depends on market values)</i></p>						
<p><b>Emergency Same Day Service</b> – Any of the above plus this fee in the event of a same day / non-appointment emergency.</p>	<p>\$150 <i>per system, \$200 on Fridays / weekend days (May include this fee, and/or any of the above fees in addition to this fee based on the amount of work required by the customer)</i></p>						
<p><b>Network Installation</b> – May include network configuration, wiring or wireless installation, &amp; security measures.</p>	<p>Individually Quoted</p>						
<p><b>Travel Fees</b></p> <table style="width: 100%; border: none;"> <tr> <td style="padding-right: 20px;"><b>Baton Rouge House Calls &amp; On Site Service .....</b></td> <td><b>\$10.00</b></td> </tr> <tr> <td style="padding-right: 20px;"><b>New Orleans House Calls &amp; On Site Service .....</b></td> <td><b>\$15.00</b></td> </tr> <tr> <td style="padding-right: 20px;"><b>Other In-state Travel Fees .....</b></td> <td><b>\$20.00</b></td> </tr> </table> <p><small>(Other travel fees may apply for distances over 90 miles from Baton Rouge Metro Area.)</small></p>		<b>Baton Rouge House Calls &amp; On Site Service .....</b>	<b>\$10.00</b>	<b>New Orleans House Calls &amp; On Site Service .....</b>	<b>\$15.00</b>	<b>Other In-state Travel Fees .....</b>	<b>\$20.00</b>
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<p><b>No Data Loss &amp; Privacy policy</b> – Every effort will be taken to save any data stored on computer systems being repaired. <b>No personal data will be deleted unless specified by the system's owner or user.</b> All data stored on computers being repaired is considered private, and will not be shared, viewed, or spoken of to anyone other than the system's owner or user.</p>							
<p><b>Note:</b> Technician may adjust prices <i>fairly</i> based on the amount of work required.</p>							
<p><b>Computer Retention Policy:</b> Systems not picked up after customer has been notified become the property of Baham Labs after 90 days.</p>							