



**PLEASE READ THIS CUSTOMER-TECHNICIAN POLICY CAREFULLY BEFORE ACCEPTING COMPUTER SERVICES WITH BZV, LLC.**

By using the beezeevision.com, LLC. Computer services you agree to follow and be bound by this Customer -Technician Policy and agree to comply with all applicable laws and regulations, including United States export and re-export control laws and regulations. In these Terms of Use, the words "you" and "your" refer to each customer, Site visitor, or Application user, "we", "us" and "our" refer to beezeevision.com, LLC. "Computer Terminal" refers to your computer and/or workstation and/or laptop, and "Services" refers to all services provided by us.

It is your responsibility to review this Customer-Technician Policy. The Customer-Technician Policy has been revised to foster an affable business relation and mitigate miscommunications between the CUSTOMER (you or your entity) and the TECHNICIAN (BeeZee Vision, LLC). If you have any questions about these Terms, please contact our Customer Care Center at [info@beezeevision.com](mailto:info@beezeevision.com) or 757-454-6526 Monday-Friday 10:00-17:30.

YOU AGREE THAT BY USING THE SITE, ANY APPLICATIONS, AND THE SERVICES YOU ARE AT LEAST 18 YEARS OF AGE AND YOU ARE LEGALLY ABLE TO ENTER INTO A CONTRACT OR RECEIVE PROFESSIONAL SERVICES.

Please, also review the BeeZee Vision, LLC [Terms of Use Policy](#), and [Privacy Policy](#), available at [www.beezeevision.com](http://www.beezeevision.com)

BeeZee Vision, LLC believes in transparency between the customer and the service technician. For that reason we established guidelines and regulations. These help us mitigate miscommunication thus expediting the process of servicing your computer terminal. Acknowledgement of this document is a pre-requisite before delivering any computer terminal for maintenance or service with BeeZee Vision, LLC. Computer terminal refers to any laptop or desktop computer in any operating system.

**1. TO ALL CUSTOMERS:** BeeZee Vision, LLC has made every reasonable effort to delineate the policy regarding our computer terminal maintenance and servicing. When you agree with our policy, Customer(s) will be issued a BZV, LLC-Customer account\*. Returning customers will be tracked via their BZV, LLC-Customer account number\*\*.

**A. First time Customers:** The BZV Serial Number is for internal use only. This allows us to track the progress of your order while maintaining any personal identifiable information private. The minimum information required is as follows:

- Full name of person receiving service (if representing an entity, the name of entity Customer(s) represent).
- Customer(s) Contact Information such as phone number and/or email address.
- You will receive an email from BZV, LLC notifying of your BZV, LLC-Customer account number.

**B. This is what Customers can expect next:**

1. BZV, LLC Technician will ask you if you understand and agree to our Customer-Technician Policy.
2. BZV, LLC Technician will generate your customer account
3. If you were a referral, BZV, LLC will ask you for the Reference Code during this step\*\*\*.
4. BZV, LLC Technician will conduct a preliminary diagnose of your computer terminal while taking note of customer needs.
5. BZV, LLC Technician will give you a preliminary final price estimate and turnaround time.
6. BZV, LLC Technician will provide the Customer(s) with a comprehensive list of service(s) required to bring your computer terminal back to speed. Customer(s) must acknowledge approval by initialing next to each service to be provided. Services provided are non-refundable.
7. Customer(s) leave their computer terminal in our office for servicing by BZV, LLC Technician.
8. BZV, LLC Technical will follow up with Customer to inform date and time they can pick up their computer terminal.

\* BeeZee Vision, LLC will not share your information with any unauthorized third party. We keep all your information in file locked and confidential. Please see our Privacy and Security section for details.

\*\*BZV, LLC Customer account numbers facilitate our turn around process, and will ultimately allow you to receive repeated customer discounts.

\*\*\* **5% FINDERS FEE:** When an entity or person referred to BeeZee Vision, LLC signs a contract, we extend our thanks to them by offering a 5% Finder's fee in Cash\$ or via PayPay. In order to receive compensation they have registered with BeeZee Vision, LLC to receive a Reference Code. BZV, LLC

will ask you for this code (from your referral) when making an appointment with us. As soon as the customer places their down payment we will send them our "thank you" in the form of a payment either by mail or electronically as elected.

\$Cash payments will actually be in the form of a Check. This helps our bookkeeping process while ensuring that the person cashing the check is the legitimate beneficiary.

**3. COMPUTER TERMINAL SERVICES:** BeeZee Vision, LLC gives paramount importance to the safety of your digital information. We make every effort to ensure that you are aware of any potential loss of during the computer maintenance process.

Every Customer will receive a detailed breakdown of what services will be performed in their system to ensure understanding of capabilities and limitations by our team. Thorough preparation is the key to a successful service. BZV, LLC will always emphasize pre-planning to ensure thorough mutual understanding.

**A. Diagnose Fee:** BeeZee Vision, LLC charges a USD 50.00 diagnose fee per computer terminal. *The 50.00 payment is credited to the final price of a computer terminal service with BZV, LLC.*

**B. Special Considerations:** When a Customer(s) elects to pursue our services, they will be asked to consider the following facts:

1. BZV, LLC strongly encourages you to make a full backup of their data in a periodic basis. This is especially true BEFORE bringing their Computer Terminal to our facility for service.
2. BZV, LLC offers a temporary backup service for an additional fee\*. Keep in mind that if your computer terminal has been affected with any type of malware, some or all of your digital information might be corrupted and/or infected. Depending on the level of damage in your computer terminal this could lead to an unrecoverable loss of data.
3. Customer(s) are required to provide the official licenses of the software in their Computer Terminals. This includes licenses and access keys to the Operating System and every third-party software installed\*\*.

Please Initial after reading page 1 of 2:

Customer#1 Initials: \_\_\_\_\_ Customer#2 Initials: \_\_\_\_\_ BZV, LLC Tech Initials: \_\_\_\_\_

4. If a Customer(s) computer terminal is password protected, BZV, LLC will need the aforementioned password in order to access the system to conduct and complete maintenance. We recommend you as the Customer(s) changing temporarily your password prior to visiting our facility. Then reset your password after BZV, LLC returns your computer terminal.
5. Computer services may range from very simple software and/or hardware installing and/or removal to severe software and/or hardware damage. Malware comes in many varieties, causing a myriad of problems on your system. Therefore a preliminary diagnose is always required prior any computer servicing. This preventive measure mitigates any potential problems deriving from hidden malware or computer errors.

**\*\* IMPORTANT NOTICE REMINDER:** Please ensure you only bring licensed hardware/software including the Operating System(s). **BeeZee Vision, LLC will not install unauthorized or unlicensed software/hardware. Furthermore, we are not responsible for any existing digital content saved in the Customer(s) hardware. Every piece of data should be thoroughly inspected by the Customer(s) before it gets to our facility. Customer(s) is responsible for conducting a comprehensive backup of their files. In the event that BZV, LLC is contracted to do a backup for you, we will only scan files for malware, but we will not 'open' nor be responsible for any copyright infringements or any derived ownership disputes. The content in the Customer(s) Computer Terminal is considered the Customer(s) property. Customer(s) is required to claim ownership of the material in writing prior to install any Hardware/software in their computer terminal.**

6. In the event that you require BZV, LLC acquire Software/Hardware in your behalf, a processing fee plus the retail price and applicable taxes for the product will be invoiced to you. Our Technicians can help you decide if this is a viable option, and/or if the hardware/software you desire will be compatible with your Computer Terminal.
7. When a Customer(s) signs contract with BeeZee Vision, LLC. The Process starts upon Customer providing down payment (\$50.00) for service. Military Discount (if applicable) will be negotiated at this time.
  - BZV, LLC offers no plan for payment in instalments in any Computer Related Services at this time. Down payment refers to the USD 50.00 diagnosed fee.
  - Computer terminals cannot be returned to Customer(s) until full payment have been received by BZV, LLC.
8. BZV, LLC provides Customer(s) a certified copy of agreements, development plan/contract and invoice. BZV, LLC will keep original documentation for archives. Documentation also delineates payment agreement, and turnover time frames.
9. BZV, LLC submits Finder's Fee payment to beneficiary (if customer was a referral)

**4. BZV, LLC WORKS ON YOUR PROJECT:** BZV, LLC will adhere to the guidelines as agreed during diagnostic phase. BZV, LLC work flow will be as follows:

1. BZV, LLC gathers all hardware/software material, guidelines and creates a serialized working file (both paper and virtual).
2. BZV, LLC Conducts malware scan & removal as needed.
3. BZV, LLC makes temporary back up of material if required by Customer(s). This step only taken with Customer(s) consent.
4. BZV, LLC Conduct Installing/removal of hardware/software, if required. This step only taken with Customer(s) consent.
5. BZV, LLC Conducts a computer tune up, and checks for proper Computer Terminal operability. If serious problems are detected, Customer(s) will be notified immediately.
  - a. Major modifications, adjustments or add-ons might require a secondary contract and additional payment as applicable.
  - b. Minor modifications, adjustments will not require additional payment.
6. BZV, LLC makes final operability test (as applicable).
7. BZV, LLC process final payment and returns Computer Terminal to Customer(s).
8. BZV, LLC closes serial number as "Completed."

BZV, LLC thanks you for reviewing our [Customer-Technician Policy](#). Please retain a hard copy of this document for your records.

Please INITIAL next to each item to certify acknowledgment of understating. If you do not want BeeZee Vision, LLC to make a file backup service please mark N/A on item 2.

1. \_\_\_ I (the customer) have made a comprehensive backup of my files & data.
2. \_\_\_ I (the customer) require BeeZee Vision, LLC to create a backup of all my files and data prior to servicing my Computer Terminal (Additional Charges Applies).
3. \_\_\_ I (the customer) certify that I own or am authorized to use all applicable licenses for hardware/software and operating system(s) installed in my Computer Terminal. BeeZee Vision, LLC is not responsible for any existing digital content saved in the Customer(s) hardware.
4. \_\_\_ I (the customer) understand that BeeZee Vision, LLC will keep custody of my Computer Terminal until all payments have been completed as agreed upon. **After 90 days of delinquent payment BeeZee Vision, LLC will consider it abandoned property and will sell the Computer Terminal in an open market to recoup loss revenue.**
5. \_\_\_ I (the customer) understand that BeeZee Vision, LLC WILL NOT install any unauthorized/unlicensed hardware/software in my Computer Terminal.
6. \_\_\_ I (the customer) will not hold BeeZee Vision, LLC liable for any data loss that was not properly backed up prior servicing a Computer Terminal.

Please SIGN to certify your acknowledgment, understating and agreement to **BeeZee Vision, LLC Customer – Technician Policy** terms of service.

Organization: \_\_\_\_\_

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date/Time: \_\_\_\_\_

Organization: \_\_\_\_\_

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date/Time: \_\_\_\_\_

 **BeeZee Vision, LLC** Representative \_\_\_\_\_

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date/Time: \_\_\_\_\_