**1. RECEIPTS & WARRANTIES** I understand that I must retain my original receipt (paper or digital) to receive any warranty, service, or refund.  
 **Bank statements, credit card statements, and other financial documents are not valid substitutes for a receipt.** To obtain any warranty service, I must present either the original receipt or the **receipt number** directly tied to the transaction.  
 **Initial:** \_\_\_\_\_\_\_

**2. SPECIAL ORDER PARTS** I understand that all special order parts must be paid for in full at the time of order and are non-refundable.  
 **Initial:** \_\_\_\_\_\_\_

**3. LABOR IS BILLED SEPARATELY** I understand that labor charges for setup, installation, or troubleshooting are separate from the cost of parts, and I agree to pay for all labor performed regardless of the outcome of the repair or installation.  
 **Initial:** \_\_\_\_\_\_\_

**4. HARDWARE REMOVAL OR CANCELLATION** If I choose to remove my equipment before work is completed or cancel the job, I understand that I am still responsible for all labor performed up to that point.  
 **Initial:** \_\_\_\_\_\_\_

**5. OPERATING SYSTEM & LICENSES** I acknowledge that North Point Computers does not transfer or provide operating system licenses unless explicitly stated. I understand that certain software licenses (such as OEM Windows licenses) cannot be legally transferred between systems.  
 **Initial:** \_\_\_\_\_\_\_

**6. WARRANTY LIMITATIONS** I understand that warranty coverage is limited to the parts and services listed on my receipt. No guarantee is implied for any unrelated issues or components.  
 **Initial:** \_\_\_\_\_\_\_

### 🖊️ Customer Signature

By signing below, I confirm that I have read and understood the above policies and agree to the terms as stated.

**Signature:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Date:** \_\_\_ / \_\_\_ / \_\_\_\_\_\_