



## Legal Information

This page contains important information about our practices and policies. These policies and terms governs our business strategy. For any comments, questions or suggestions please contact us at [tou@rotrade.com](mailto:tou@rotrade.com)

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## Terms of Use

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- **Data Backup:** RoTrade will backup up your data as a courtesy service to you prior to any work on your computer. We will only backup what we consider to be important files: My Documents folder content, Favorites, Desktop etc. We cannot backup any software setup or System State unless specifically instructed by you and for an additional fee. It is your responsibility to backup your data, software, information or other files stored on your product prior requesting service from RoTrade. If we perform data backup as a service for a fee and by special request, RoTrade will save your data on our servers for 60 days – during this period you can request additional copies at no charge. After the 60 days period, normal rates will apply starting with a minimum of 1 hour of charge.
- **Product Pickup by RoTrade:** If RoTrade picks up your product for the purpose of performing a requested service(s) at RoTrade's location and damage or loss occurs with respect to your product while in RoTrade's possession or control, regardless of causation or fault, you are only entitled to the replacement of the product.
- **Remote Support:** RoTrade may use tools it deems necessary to repair your computer, such as remote access to your computer. The access will encrypted, password protected and you will be fully notified and instructed on how to enable and disable the access.
- **Software Installation:** RoTrade may install software on your computer that allows you to obtain additional technology services. The software can be either free or paid by RoTrade and it is being used to help service your computer. We may accept EULA (End User License Agreement) on your behalf. RoTrade will install software provided by you as part of the service(s) performed on your computer – that software must be licensed and you must be the legal owner of the software with a valid license agreement. We will not perform any work or a service that proves to be illegal in any way.
- **Service, Diagnostic Fees and Payments:** RoTrade will perform all necessary services reasonable necessary to properly complete the repair of your computer or system. For this we are charging an hourly fee or a total project amount; if driving is required to service or pickup your computer or system, driving time may be included in our hourly fee. Once service is completed, your payment for the actual cost incurred and the final sum owed is due upon completion. Should it be determined in the course of the performance of diagnostic that the problems on your computer are hardware based, we will notify you of same and you may take or send the hardware to a repair station of your choice or to RoTrade, for service of the hardware; diagnostic fee may still be applicable.
- **Computer Ownership:** every time we service your computer or system RoTrade assumes that you are the legal owner of that computer or system. Sometimes, due to hardware and software warranty requirement you must be able to prove your ownership legally and your service may be conditioned by that. To the extent permitted by law you agree that RoTrade's total liability for damages related to its services is limited to the total amount you pay for the service, and you release RoTrade from liability for any indirect, incidental, special or consequential damages.
- This agreement may change as our business adapts to market changes. An updated copy of the agreement can always be found at <http://www.rotrade.com/tou/tou.htm>

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