

PERSONAL DELIVERY AREA¹

HJR SOFTWARE is located in Belmont, NC and we deliver personal computer services within a 45-mile¹ radius of Belmont. We provide installation services outside this area for an additional fee.

Our current Personal Delivery Area¹ includes the following cities and towns:

Belmont, NC	Lakewood, SC
Bessemer City	Lincolnton, NC
Charlotte, NC	Lowell, NC
Clover, SC	Lowesville, NC
Concord, NC	Lucia, NC
Cornelius, NC	Maiden, NC
Cramerton, NC	Matthews, NC
Dallas, NC	McAdenville, NC
Davidson, NC	Mount Holly, NC
Delphia, SC	Pineville, NC
Five Points, SC	Poplar Tent, NC
Forest Lake, SC	Ranlo, NC
Fort Mill, SC	River Hills, SC
Gastonia, NC	Riverview, SC
Harrisburg, NC	Rock Hill, SC
Hickory Grove, NC	Salem, NC
High Shoals, NC	Shelby, NC
Huntersville, NC	Stanley, NC
Iron Station, NC	Sunnyside, NC
Kings Mountain, NC	Tega Cay, SC
Lake Wylie, SC	York, SC

¹PDA is subject to change without prior notice and includes selected towns within designated area. See our website often.

Visit www.HJRSOFTWARE.com

Let us be your one-stop shop
For All Your Computer Needs!

ePASS PLUS FEATURES & BENEFITS

Low monthly cost

Easily manage high priced
Maintenance & Repair cost over time

Get Service & support for up to
3 computers, 3 printers &
attached peripherals

Covers SERVICE FEES on Upgrades,
Add-ons, Training, Support & Repairs

20% Discounts on other
HJR SOFTWARE services

Your Equipment Serviced Conveniently
at Your Location (most of the time)

Help us add new clients and receive
referral bonuses you can spend anywhere.

Referred By: _____



HJR SOFTWARE

PO Box 1105, Belmont, NC 28012-1105

Phone: 704-825-7440

Website: www.HJRSOFTWARE.com

HJRS Rep. _____

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**FOR ALL YOUR
COMPUTER NEEDS!**

HJRS' ePASS PlusSM

Equipment &

Personal Assistance Support Service



Serving Belmont and surrounding areas since 1990
PO Box 1105, Belmont, NC 28012-1105 704-825-7440

HJR SOFTWARE's ePASS Plus SM

HJR SOFTWARE's Equipment & Personal Assistance Support Service Plus (ePASS+ SM) is a low-cost yearly contract maintenance service for home-based computer users and home-based small business owners with up to 3 computers. It provides subscribers with up to 3 on-site service visits per year to cover installs, maintenance, repairs, upgrades, add-ons and training on up to 3 computers, 3 printers, and attached peripherals & accessories. It also includes up to 12 technical support issues and entitles users to 20% discounts on other specific HJR SOFTWARE services.

On-site Service: Each ePASS service visit consists of up to one (1) hour of on-site inspection, maintenance, training and/or repairs at your home or office where the equipment is located. Any on-site visit that takes more than two hours is subject to being billed at the then effective HJRS On-site Repair Service rates minus the one hour covered by the ePASS and less a 20% discount for having the ePASS. If your equipment requires off-site repair, such as the use of HJRS' Depot Repair Service, the first hour is included and the remaining time may be charged at the then effective rate less a 20% discount. After the third visit, full time may be charged at the discounted rate.

Technical Support: HJR SOFTWARE may address up to twelve technical support issues under the ePASS. We prefer that each technical support service be initiated and handled via e-mail or our website technical support system. Optionally, a text or telephone call can initiate a technical support issue. One issue per month can be covered by the ePASS. Additional technical support issues per month will be billed at the then effective HJRS Technical Support Service rates less a 20% discount for having the ePASS. ePASS customers do not require advance Technical Support deposit fees. After the twelfth technical support, each support is billed at the discounted rate. **Remote Technical Support** requires the advance purchase of an annually renewable **HJRS Remote Access License fee** of \$30/yr/device capable of receiving remote support and is automatically renewable. License fees may be due at the time the ePASS renews or around January 26th of each year.

Provisions: HJR SOFTWARE agrees to provide high quality onsite and depot computer repair services for the duration of the ePASS contract to you. You agree to allow HJR SOFTWARE the first opportunity to service your computer equipment. The ePASS must be activated at least ten (10) days prior to receiving services covered by the ePASS. Once the HJRS ePASS has been activated, it remains effective for one complete year and is automatically renewable. Payments are handled through PayPal's subscription service at www.PayPal.com.

Non-discounted Items: Purchased Computers, Software, Parts, Supplies, Tools, Accessories, and any items sold via HJR SOFTWARE's e-Store, u-Store, etc. are not part of the ePASS and NO DISCOUNTS will be applied to any of these items as a result of having the ePASS. HJRS' Programming & Development Services, HJRS' Internet Services, including but not limited to Website Hosting, Domain Name Registration, Advertising & Listing Services, Search Engine Optimization Services, Website Development Services, etc. are also not covered or discounted by the ePASS unless the services were sold to you as a part of a package or as a result of bundling services together.

Cancellation: The service can be canceled if HJR SOFTWARE does not perform any services for you while your ePASS is activated. No refunds of previously due payments will be provided nor will any previously due payments be waived. To cancel services, notify HJRS in writing either via U.S. mail or email. If services have been provided to you under the ePASS during the current yearly term, you remain obligated for the full cost of the ePASS service for that yearly term even if you elect to cancel the ePASS. If you elect to cancel the ePASS after receiving services under the ePASS, the cancellation cost to you will be the remaining monthly payments that have not yet been received by HJR SOFTWARE along with a \$35.00 early termination fee and any payment collection service payments encountered. If you prefer not to pay monthly payments, you may at any time pay-off the balance of the ePASS by submitting the remaining un-received payments to HJR SOFTWARE. Prepaid customers are not refunded.

Terms: You agree that HJR SOFTWARE's (HJRS) ePASS Plus is a yearly contract that can be automatically renewed at the end of the each year and that once you have received at least one service under the ePASS contract, you are obligated to pay the full cost of the current yearly contract, regardless of whether or not additional services are performed or whether you elect to cancel the contract. HJRS agrees to respond to any service request within ten (10) days. HJRS reserves the right to modify any aspect of the ePASS service without prior notification to you including but not limited to changing the services offered, the equipment covered, the number of instances allowed, cancellation and renewal terms, termination terms, or the dissolution of the service itself. HJRS will post any modifications to the ePASS on its website at www.HJRSOFTWARE.com and may, at its option, utilize other methods of notification to you. HJRS reserves the right to transfer your ePASS contract to any party it deems necessary or have your contract serviced by any party or personnel it deems necessary, without notice to you. There may be additional terms to this contract that are more legally binding or more legally expressive that can be provided upon request or that may be posted to our website from time-to-time. Such bindings and legal expressions are hereby incorporated into this contract by reference and you agree to be bound by them by your use of the ePASS. If any statement, term or condition in this summary of the ePASS contract or in the ePASS contract as a whole is deemed to be invalid, such invalidity shall have no effect on other valid portions of the same. The ePASS is serviceable in the states of North Carolina and South Carolina only, within a 45-mile radius of Belmont, North Carolina. As such, the laws of North Carolina shall govern its use and interpretation and any claims against it shall be serviced in the courts of Gaston County North Carolina. Your maximum legal remedies as a result of subscribing to HJRS' ePASS Plus is the current contract-year's cost you actually paid.

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ePASS Plus SM is a recognized service created and provided by HJR SOFTWARE

Activate Your
HJR SOFTWARE ePASS Plus SM

TODAY

Sign-up online by visiting
www.hjrsoftware.com/ePASS

The ePASS Plus is a monthly-billed yearly contract that is automatically renewed. To end it, you must cancel it manually.

Price: **\$55.00/month or \$720/year**

Billed automatically to a Credit/Debit card via PayPal.com's subscription service.

Name: _____

Address: _____

City: _____

State: _____ Zip Code: _____

Phone: (____) _____ - _____

Email: _____

Payment & Credit/Debit Card Info

PayPal Email: _____

Type:  Master Card  Visa

Name on Card: _____

Card #: _____

Expires: ___/___/___ CVC: _____

CVC = last 3 digits on backside of card

Your signature below or our receipt of your payment indicates agreement to the ePASS+ terms and authorizes us to bill you monthly until you cancel the service.

Acceptance: _____ Date: ___/___/___