



## House Call Policies

These policies are mandatory for all House Call Technicians and have been established to prevent unnecessary liability on the part of the Computer club and the individual technicians.

1. When a house call technician receives a request for a house call, they should use the membership status function on the Club's website to ensure that the requester is a current member or they should be prepared to renew or process a new membership as part of the house call.
2. When scheduling a house call with a member, estimate and allow sufficient time to complete the task. If unforeseen complications prevent completion of the task, schedule additional visit(s) if necessary but do not collect the donation until the work has been completed. If the house call will exceed 2 hours, be sure to inform the member of the extra cost associated with additional time spent to complete the task.
3. If the computer must be taken to the technician's home to complete the work, it must be completed within 10 days. If part delivery will prevent meeting this deadline, return the computer to the member until the part arrives and then pick up the computer for the required work.
4. The only money collected prior to completing the work will be reimbursement for parts or software purchased at the member's direction. When purchasing or having the member purchase parts ensure that the member realizes that if the part does not solve the problem, the cost is still their responsibility and the club is not liable for a part purchase that they make or direct the technician to make.
5. If repair cannot be accomplished, no donation for house call will be collected and the computer will be returned in exactly the condition it was prior to being taken (no exceptions, as a club representative you are not authorized to accept any parts donations). If replacement parts were purchased during the repair attempt they as well as the original part will be returned to the member.
6. Posting donations on the club web site will be accomplished on the same day it is collected and the printed receipt and the cash or check will be dropped in the safe at the club within 1 week. If the member wants to make a donation for the house call in spite of not resolving their problem, make it clear to them that this is strictly a donation and enter it into our system and provide them a receipt based on making a donation to the computer club, not a house call.