

## PERSONAL DELIVERY AREA<sup>1</sup>

HJR SOFTWARE is located in Belmont, NC and we deliver personal computer services within a 45-mile<sup>1</sup> radius of Belmont. We provide installation services outside this area for an additional fee.

Our current Personal Delivery Area<sup>1</sup> 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

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

Visit [www.HJRSOFTWARE.com](http://www.HJRSOFTWARE.com)

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

## ePASS 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

10% to 20% Discounts on some 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

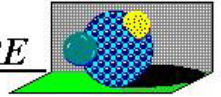
Phone: 704-825-7440  
Fax: 704-825-9791

Website: [www.HJRSOFTWARE.com](http://www.HJRSOFTWARE.com)  
Email: [Sales@HJRSOFTWARE.com](mailto:Sales@HJRSOFTWARE.com)

HJRS Rep. \_\_\_\_\_

HJRS\_ePASS\_Brochure\_2006.doc  
Copyright © 2004-2006 HJR SOFTWARE

**HJR SOFTWARE**



**FOR ALL YOUR  
COMPUTER NEEDS!**

***HJRS' ePASS<sup>SM</sup>***

*Equipment &*

*Personal Assistance Support Service*

Don't Do This!  
Call HJR  
SOFTWARE!



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

## HJR SOFTWARE's ePASS <sup>SM</sup>

HJR SOFTWARE's Equipment & Personal Assistance Support Service (ePASS <sup>SM</sup>) is a low-cost yearly contract maintenance service for home-based computer users. It provides home users 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 discounts of 10% to 20% on some other additional services (depending on the service).

**On-site Service:** Each ePASS service visit consists of a one-hour on-site inspection, maintenance, training and/or repair visit at your home where the equipment is located. Any on-site visit that takes more than one-hour is subject to being billed at the then effective HJRS On-site Repair Service fee 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 entire repair time may be charged at the then effective rate less a 20% discount for having the ePASS.

**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 fax 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 fee less a 20% discount for having the ePASS. ePASS customers do not require advance Technical Support deposit fees.

**Provisions:** HJR SOFTWARE agrees to provide quality onsite 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 initiated, it remains effective for one complete year and is automatically renewable. Payments are handled through PayPal's subscription service ([www.PayPal.com](http://www.PayPal.com)), which accepts credit cards, debit cards, and checking accounts.

**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, fax 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 \$25.00 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.

**Terms:** You agree that HJR SOFTWARE's (HJRS) ePASS 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](http://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 and only legal remedies as a result of your use of HJR SOFTWARE's ePASS is the current year's cost you paid for the ePASS.

Copyright © 2004-2006 HJR SOFTWARE. All rights reserved in all media.

ePASS <sup>SM</sup> is a recognized service created and provided by HJR SOFTWARE

## Activate Your HJR SOFTWARE ePASS <sup>SM</sup> TODAY

You can sign-up online by visiting  
[www.hjrsoftware.com/ePASS](http://www.hjrsoftware.com/ePASS)

Or, you can complete this form and mail it with your selected payment.

- \$15.76/month** via PayPal subscription service using Credit/Debit card or Checking Account \*.
- \$200.00/year** full payment.

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

Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Email: \_\_\_\_\_

### Payment & Credit/Debit Card Info

PayPal Email: \_\_\_\_\_

Type:   MasterCard   Visa

Card #: \_\_\_\_\_

Expires: \_\_\_/\_\_\_/\_\_\_ CVC: \_\_\_\_\_

Name on Card: \_\_\_\_\_

Check #: \_\_\_\_\_ \* CVC = last 3 digits on backside of card

Regardless of payment method, Sign below indicating your agreement and authorizing your acceptance of the HJR SOFTWARE's ePASS yearly contract.

Acceptance: \_\_\_\_\_

\* If paying by check, write a check for \$15.76 or \$200.00. If check is for \$15.76, you must specify a PayPal email address for the remaining payments or your check will be returned without activating an HJRS ePASS.

Make Payable & Mail to: HJR SOFTWARE  
PO Box 1105, Belmont, NC. 28012-1105