

**Instatek**

267 boul de l'Hôpital  
Gatineau, Qc. J8T 7C5



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The conditions mentioned below may have changes without warning. If changes occur, Instatek will send an email with the new conditions. For customers that do not have an email, we will send out a letter with a new conditions letter

## Services

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All services from INSTATEK-TEKPLUS may be used at any moment at the address given on the inscription contract for the duration of the plan. All services are presented on our website [www.tekplus.instatek.ca](http://www.tekplus.instatek.ca). Services may be removed or new ones may be added to the list.

## Price purchase plan

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The price for the plans must be paid in monthly installments. Unless, your plan is a one year or two year contract. One year and two year contracts may be paid monthly also. Your first payment must be paid the same day as the registration. After the first payment, next payments will be on the same day every month. Unless the plan is cancelled (under the conditions allowed) the payments will continue automatically until plan is done. A confirmation will be asked for a renewal.

**\*There are fees for each visit we do. 30\$ for configurations (basic) and for the other services, see the Advantage & Rebates page.**

## Payment details

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You are allowing us to debit the credit card on your account for the duration of the signed contract like mentioned in the "Price purchase plan". We reserve the right to demand another payment or to accept other payments. If for any reason, you would like to change the payment information for your plan, contact us at 819-210-4993 or visit our website [www.tekplus.instatek.ca](http://www.tekplus.instatek.ca)

## Plan duration

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Access to the services of your plan begin on the date the contract was signed and will continue until it is cancelled by you or by INSTATEK. After the plan is stopped or cancelled you will have no ties to the contract and Instatek will have no responsibilities or obligations to you. Of course you can still use Instatek services but at the regular prices.

## Cancellation

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At any time, INSTATEK may cancel your plan for these reasons :

1. A fraud or false information from the customer
2. If the plan is used for commercial purposes (unless the plan was signed as commercial use)
3. Non-authorized use of the plan (for electronics not listed)
4. Plan is not paid and customer can't be contacted
5. The conditions written are not followed like mentioned.

Instatek may cancel your plan at any moment with a 30 day notice.

You may cancel at any time for any reason in the first 14 days and receive a full refund..

After the first 14 days, the plan must be active for a minimum of 6 months.

If you wish to cancel before the 6 months, a **75.00\$** fee will be charged

Contact INSTATEK at 819-210-4993 or [SERVICE@INSTATEK.CA](mailto:SERVICE@INSTATEK.CA) if you wish to cancel..

You may still use Instatek services after the plan is cancelled but at the regular price.

## You may transfer the plan

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If you move, this plan will follow you to your new house.

Contact INSTATEK at 819-210-4993 or [SERVICE@INSTATEK.CA](mailto:SERVICE@INSTATEK.CA) to have your information changed on your contract.

The person on the contract must have the original documentation or new contract in order to use the TekPlus services.

## Exclusions

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These are not covered by the TekPlus plan :

1. Physical maintenance, repairs or transport
2. Cost to have a part replaced (remote, tv foot, power cables, and or all other cables plugged to components
3. Diagnostic with : (No problem detected) or (No errors) and errors that can't be duplicated

