



## *100% Satisfaction Guaranteed!*

Our technicians have finished working on your computer! Thank you for your patience and for making us your 1<sup>st</sup> Choice for all of your technical support needs.

## **Please RESTART your computer!**

We have an intense focus on customer satisfaction and want to make sure that all of your concerns have been addressed. If there is anything that you are unsure about or if you are experiencing any kind of additional issues, please, don't hesitate to call us at 855•875•1572 24 hours a day 7 days a week. You can also create a [live ticket](#) and chat with one of our friendly technicians 8:00 am to Midnight EST Monday through Friday. Often times this is the most convenient way to resolve any issues that may need more attention from our techs.

### **Tune Up Procedures Performed:**

#### Remove Infections \*

- Infection Sweep
- Remove Malware/Spyware
- Clean Registry
- Repair System Files
- Remove Toolbars
- Reset Browser

#### Optimize System \*

- Update Operating System
- Optimize & Configure Browser
- Update Plugins (Adobe, Java)
- Delete Temporary Files
- Optimize Startup
- Create Restore Point

We may have also performed some customized procedures to ensure the security and integrity of your system. We have developed a very effective workflow and our technicians go through rigorous training to identify and repair escalated issues.

**PLEASE CONTINUE TO THE NEXT PAGE FOR SOME VERY IMPORTANT INFORMATION**

We have a few recommendations:

- Reboot your computer and verify that you have internet access by opening a browser and going to your home page.
- Test your system and take note of any questions or concerns you have with your system and contact us if needed.
- Verify that you have access to your Email, Social Media, Gaming Sites, School, and any other important accounts.
- If you have other user accounts on this computer please let us know if you experience problems with it.

Please contact us if you have any issues following the optimization of your computer! You can simply call us at 855•875•1572 or click on the link below to Initiate an Online Session with a live technician.

## **Frequently Asked Questions**

**Who we are:**

*1<sup>st</sup> Choice Tech Support is a Technical Support Services company located at 3301 Quantum Blvd, Boynton Beach, Florida. We are authorized to do tech support for Microsoft and Apple products in North America. We are committed to our vision of being the best tech support company in the world.*

**Will you call me when I am scheduled for a Tune Up?**

*Unfortunately, we do not monitor your computer constantly so you do need to contact us for service. Therefore it is your responsibility to set some kind of reminder. You are eligible for unlimited tune ups so if you start to see any degradation in performance than don't hesitate to call.*

**I received a phone call from another tech support company claiming I have infections and performance issues.**

*If you received an unsolicited phone call from another company then you may have fallen victim to a scam. There are many versions of this scam. They may say they work directly for Microsoft or some other major company. They have even gone so far as to "spoof" your local law enforcement agency's phone number. If this happens DO NOT let them access your computer. Please write down the number they called from and also ask what company they work for. Then call us at 855•875•1572.*

### **Will I be charged if I call back in with a new issue?**

*That depends on what plan you are on. If you declined one of our ongoing support plans you have a 30 day warranty on the work? If you purchased one of our ongoing support plans then there are no deductibles and all of our services are included with your plan.*

### **What if I have other questions?**

*Call us at 855•875•1572 and our certified technicians will be happy to answer all of your questions or concerns.*

### **What is your refund policy?**

*First Choice Tech Support is a world class provider of remote technical support and security products. Because of our ambitious goals to improve the overall customer experience we proudly offer a 100% satisfaction guarantee. If for any reason you, the customer, are not happy with the services we have provided than you are eligible for a refund consideration up to the full value of your original purchase. All that we ask is that you communicate your concerns with us directly. We are available 24 hours a day 7 days a week. Simply call 855-875-1572 and one of our resolution specialist will ensure your satisfaction.*

*If you have subscribed to our Unlimited Tech Support Plan you are eligible for:*

- *Unlimited Tune Ups*
- *Network Support*
- *Printer and Device Support*
- *Password Assistance*
- *Email Client Support*
- *Software and Plugin Updates*
- *Hardware Issues (Terms and Conditions apply)*
- *Access to Certified Technicians 24/7*

*Our general refund guidelines are just that - guidelines. We will strive to ensure your complete satisfaction regardless of the outcome. We request that you give us a chance to resolve all of your technical issues prior to deciding whether you are satisfied.*

*Any refund issued can take 3 to 5 business days to post to your account and, depending on your financial institution, can sometimes take longer. Refunds on E-Check transactions will only be processed once the original funds have been received by our merchant. These funds will then be voided or refunded and can take several days to post back to your account.*



855•875•1572

[Click Here to start an online ticket](#)

Email: [support@fchts.com](mailto:support@fchts.com)