

CLIENT SERVICE AGREEMENT

Please read carefully before work begins

1. Client & Service Information

Client Name		Date	
Service Address			
Phone / Email			
Device(s) / S/N			

2. Scope of Work

Work beyond the agreed scope will be discussed with the Client prior to proceeding and may be subject to additional charges.

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| ☐ Printer Setup | ☐ Data Transfer Between Devices |
| ☐ Email Setup | ☐ Basic Account Sync Across devices |
| ☐ New PC Setup | ☐ Simple Hardware Upgrade Labor |
| ☐ New PC Setup, with data transfer | ☐ RAM or SSD Install |
| ☐ New mobile device setup | ☐ Battery Replacement Labor |
| ☐ New mobile device setup, with data transfer | ☐ General Repair – minor |
| ☐ Software Installation & Basic Configuration | ☐ General Repair – moderate |
| ☐ New Device Training add-on | ☐ Operating System Repair / Reinstall |
| ☐ Basic AI usage training | ☐ PC Tune-up / Cleanup / Startup Optimization |
| ☐ Simple Networking / Wi-Fi help | ☐ Security Scan / Unwanted Software Cleanup |
| ☐ Router / modem setup | ☐ Update Assistance / Basic Maintenance |
| ☐ Printer or device network connection | ☐ Old device Recycling / Pickup |
| ☐ Wi-Fi troubleshooting / extender setup | |

Notes:

3. Payment Terms

Rate / Quote	\$	Payment Due	Upon completion
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Accepted payment methods: Cash, Venmo, Zelle, Check. Payment is due upon completion of service unless otherwise agreed in writing. A \$30 fee will apply to returned checks.

4. Data Backup & Loss — IMPORTANT

Client Responsibility: It is the Client's sole responsibility to back up all data, files, photos, and software on any device before service begins. The technician will make reasonable efforts to preserve data, but **cannot guarantee against data loss** during repair, virus removal, hardware replacement, or any other technical service.

The technician will recommend a backup before proceeding with any high-risk service. If the Client declines or a backup is not feasible, the technician is not liable for any resulting data loss.

Client initials acknowledging data backup responsibility: _____

4a. Device Surrender & Recycling

For purposes of this Agreement, "recycling" includes repurposing, reuse, refurbishment, donation, disassembly for parts, and disposal through appropriate channels.

If the Client requests recycling or pickup of any old device, the Client acknowledges that it is their sole responsibility to remove, back up, or transfer any data from that device prior to surrender. By relinquishing the device, the Client releases the technician from any liability related to data remaining on the device.

If requested and physically possible, the technician may remove the device's hard drive or storage media and return it to the Client prior to surrender. This service is not guaranteed for all device types. The Client is encouraged to ask the technician for recommendations regarding data removal options. If the Client does not request hard drive removal, it is assumed the Client consents to the device being surrendered in its entirety.

Surrendered devices become the sole property of the technician upon pickup. The technician may dispose of, recycle, donate, disassemble for parts, refurbish, or resell the device at their discretion. The Client retains no ownership interest or claim to the device or any proceeds from its reuse or resale once surrendered. Upon return of the hard drive to the Client, the technician's responsibility for the device's contents ends.

Client initials acknowledging device surrender and data responsibility: _____

5. Limitation of Liability

The technician's total liability to the Client for any claim arising from services rendered under this Agreement shall not exceed the total amount paid by the Client for the specific service giving rise to the claim.

The technician is not liable for:

- Pre-existing hardware or software conditions not caused by the technician
- Data loss, corruption, or inaccessibility, except where caused by gross negligence
- Consequential, incidental, or indirect damages of any kind
- Software compatibility issues or failures after installation
- Damage caused by third-party hardware, software, or services
- Any loss resulting from the Client's failure to back up data prior to service

These limitations apply to the fullest extent permitted by applicable law

6. No Guarantee of Outcome

Technology repair and support services are provided on a best-effort basis. The technician does not guarantee that all issues will be resolved in a single visit. If a problem cannot be resolved, the technician will communicate this clearly to the Client. The \$50 base visit fee is non-refundable regardless of outcome, as it covers travel and diagnosis whether or not a repair is performed.

7. Privacy & Confidentiality

In the course of providing services, the technician may have incidental access to the Client's personal data, files, accounts, or network. The technician agrees to:

- Keep all Client information strictly confidential
- Not access, copy, or retain any personal files, accounts, or data beyond what is necessary to perform the agreed service
- Not share Client information with any third party without explicit written consent
- Recommend secure practices and notify the Client of any obvious security concerns observed

8. Right to Refuse Service

The technician reserves the right to refuse or discontinue service at any time for any reason, including but not limited to: concerns for personal safety, unsafe or inaccessible working conditions, abusive or threatening behavior by the Client or others present, discovery that the requested work is illegal or unethical, or a fundamental disagreement about scope or expectations that cannot be resolved.

If service is refused before the technician arrives at the Client's location, no fee is charged. If service is discontinued after arrival but before or during work, the non-refundable \$50 base visit fee applies. Any additional service fees will only be charged for work completed up to the point of discontinuation, calculated as a proportional share of the quoted service price. The technician will communicate the reason for discontinuation clearly and professionally.

9. Property & Home Access

The Client grants the technician permission to be present in their home or premises solely for the purpose of performing the agreed services. The technician agrees to treat the Client's property with care and respect. The technician is not responsible for any pre-existing damage to property.

10. Governing Law

This Agreement shall be governed by and construed in accordance with the laws of the State of South Carolina.

In the event of a dispute arising from this Agreement, both parties agree to first attempt resolution through good-faith mediation before pursuing any legal action. Either party may initiate mediation by providing written notice to the other party.

Both parties agree to participate in at least one mediation session within 30 days of the written notice. Mediation shall be considered exhausted only if: (a) both parties have participated in at least one session and agree in writing that mediation has failed, or (b) one party fails to participate within the 30-day window despite written notice, in which case the other party may proceed to legal action.

Costs of mediation, if any, shall be split equally between the parties unless otherwise agreed. If mediation is exhausted without resolution, either party may then pursue resolution through the courts of Greenville County, South Carolina

11. Entire Agreement

This Agreement constitutes the entire agreement between the parties with respect to the services described herein and supersedes all prior discussions or representations. Any modifications must be agreed upon in writing and signed by both parties.

12. Claims Period

Any claim by the Client arising from services rendered under this Agreement must be submitted in writing to the technician within 30 days of the date of service. Claims submitted after this period will be considered waived, and the technician shall have no obligation to respond to or remedy any issue raised beyond 30 days from the service date.

Written notice may be submitted via email to the technician's business email address on file. The date of the email shall constitute the date of submission.

Authorization & Signatures

By signing below, both parties acknowledge that they have read, understood, and agree to the terms of this Agreement.

Client Signature

Technician Signature

Client Printed Name

Technician Printed Name

Date

Date
