

TechSupport Solutions Inc.

Terms of Service

Effective Date: January 1, 2026

1. Acceptance of Terms

By accessing or using TechSupport Solutions services, you agree to be bound by these Terms of Service and all applicable laws and regulations.

If you do not agree with any part of these terms, you may not use our services.

These terms apply to all visitors, users, and customers.

2. Account Registration

To use certain features, you must register for an account:

- You must be at least 18 years old
- Provide accurate and complete information
- Maintain security of your password
- Notify us immediately of unauthorized access
- You are responsible for all activities under your account

Accounts are non-transferable. One person per account.

3. Subscription Plans

Standard Tier: \$19.99/month

- Basic support (24-hour response time)
- Access to knowledge base
- Email support

Premium Tier: \$49.99/month

- Priority support (4-hour response time)
- Phone support
- Live chat access
- Extended return period

Enterprise Tier: Custom pricing

- Dedicated account manager
- 1-hour response time
- Custom integrations
- SLA guarantees

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4. Billing and Payment

Subscriptions billed monthly or annually in advance.

Payment methods: Credit card, PayPal, bank transfer (Enterprise only).

Auto-renewal: Subscriptions automatically renew unless cancelled 24 hours before renewal.

Price changes: 30-day advance notice for price increases.

Failed payments: Account suspended after 7 days, terminated after 30 days.

5. Cancellation and Termination

You may cancel anytime from account settings.

No refunds for partial months (except where required by law).

Access continues until end of current billing period.

We may terminate accounts for:

- Violation of terms
- Fraudulent activity
- Non-payment
- Abusive behavior toward staff

Upon termination, you lose access to all data after 30-day grace period.

6. Acceptable Use Policy

You agree NOT to:

- Violate laws or regulations
- Infringe intellectual property rights
- Transmit malware or harmful code
- Attempt unauthorized access to systems
- Harass, abuse, or threaten others
- Use for illegal or fraudulent purposes
- Resell or redistribute services without permission
- Overload or disrupt systems

Violations may result in immediate termination without refund.

7. Intellectual Property

All content, features, and functionality are owned by TechSupport Solutions Inc.

TechSupport Solutions Inc.

Protected by copyright, trademark, and other intellectual property laws.

Limited license granted to use services for intended purposes only.
No reproduction, distribution, or derivative works without written permission.

User-generated content: You retain ownership but grant us license to use for service operation.

8. Disclaimers and Limitations

Services provided "AS IS" without warranties of any kind.

We do not guarantee:

- Uninterrupted or error-free service
- Complete accuracy of information
- Specific results or outcomes

Limitation of liability: Not liable for indirect, incidental, or consequential damages.
Maximum liability limited to amount paid in last 12 months.

Some jurisdictions don't allow these limitations.

9. Indemnification

You agree to indemnify and hold harmless TechSupport Solutions from claims arising from:

- Your use of services
- Violation of these terms
- Violation of third-party rights
- Your content or activities

10. Changes to Terms

We may modify these terms at any time.

Changes effective upon posting to website.

Continued use constitutes acceptance of modified terms.

Material changes: 30-day email notice to account holders.

11. Governing Law and Disputes

Governed by laws of State of California, USA.

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Dispute resolution:

1. Contact support to resolve informally
2. Mediation (required before litigation)
3. Binding arbitration (waiver of class actions)
4. Small claims court (for eligible claims)

You have 1 year from incident to file claims.

12. Contact Information

Legal Department
TechSupport Solutions Inc.
123 Tech Street
San Francisco, CA 94105

Email: legal@techsupport.com
Phone: 1-800-SUPPORT