

Nerdy Neighbor Email Support – Membership Guide

Included with Your \$25/Month Membership:

- Unlimited email support for non-urgent tech questions, how-tos, and follow-ups
- Guaranteed response within 1 business day (often much faster)
- 10% discount on in-home visits
- Flexible, member-first scheduling
- Pay for a year up front and get a discounted rate of \$250/year — that's \$50 in savings, or like getting 2 months free!

What You Can Expect from Me:

- Replies within 1 business day (often faster, but never more than 24 hours)
- I'll help as much as I can over email, and if an in-person visit is needed, we'll get you scheduled

What's Best for Email Support:

- "How do I..." questions
- Follow-up questions from a recent visit
- Help picking equipment
- Device recommendations or setup steps
- Account recovery tips
- General tech advice

What Email Can't Cover:

- Live troubleshooting
- Diagnosing hardware/network issues
- Emergency support (e.g., internet outage, POS failure)
- Phone or screen sharing support

If It's Too Complex for Email:

If the issue can't be resolved via email in a few steps, I'll recommend scheduling a home visit at your discounted rate. Email support is for light guidance—not full-service remote repair.

Email support: **clubhelp@yournerdyneighbor.com**