

## Services and Rates Agreement

**Customer will be responsible for paying the following based on the service(s) provided:**

**Your Tech: Richard Davis**

Remote troubleshooting via TeamViewer or other remote connection service:

\$15 base connection fee + \$30/hour (\$0.50/min). \$15 base fee for remote services will be collected\* prior to any attempts to address the issue are made by the tech.

\*If tech is unable to resolve the issue within a reasonable\* amount of time, customer will be notified, and \$15 fee will be refunded in full and no additional service charges will be collected for the failed remote service resolutions only (Excludes the purchase of any requested software installations. The one-time \$15 base connection fee will not be refunded, and time services fees will be calculated separately in these cases).

\*Tech reserves the right to estimate what a "reasonable amount of time" is based on issue. An estimated time will be provided to customer at time of service. Customer may request a status update at any time during service.

Physical break/fix services, hardware/software upgrades:

\*\$25 base service fee + \$30/hour (\$0.50/min)

\*(Does not include shipping and handling. Shipping is based on size, weight & value of item(s). After shipping payment is received a box and shipping label will be mailed out to customer and not before.)

\*\*(Local pickup/drop off or on-site service within a 15-mile radius of 77508 adds \$5 flat fee + \$0.30/per mile outside of 77508. These will be collected prior to arrival or drop off and are non-refundable and non-negotiable.)

\*\*\* (Customer drop-off & collection has no additional charges)

Part replacement/upgrades and licensed software installation costs must be paid in full prior to being purchased, ordered, and installed by myself. \*These are non-refundable and non-negotiable. \*\*Quotes on parts and software are free and will be provided prior to collecting any payment.

### **Additional Agreements:**

1. Tech is not responsible and will not be held liable for lost or damaged items during the shipping and handling process.
2. Customer must send all base payment fees and travel fees when appointment is scheduled.
3. Customer must give at least a 24-hour written advanced notice of cancellation of all appointments (be it remote or in person). A \$5 cancellation fee will be charged to customer if any cancellations by customer occur under the 24-hour period prior to agreed appointment. (Written notice can be sent by the on-file customer email or phone text message or a written and signed agreement in person).
4. Tech is not responsible or liable for any data loss to customer machine and customer understands they should make a concerted effort to backup any important data prior to service appointment.

**Additional Agreements continued:**

5. Tech will ONLY service and fix the agreed upon issue(s). If any additional issues are found, the tech will notify and provide any amended/additional quotes or fees to customer prior to any additional service repairs being made.
6. Tech reserves the right to refuse any/all customer requested service, for any reason, prior to receiving payment or for any additional service requests on current customer device(s).
7. Tech will NOT collect, sell, or disclose any customer data provided by customer prior to, during or after service or encountered during service unless legally ordered by authorities.
8. Tech has the right to hold customer equipment if payment is not received in full by tech from customer after completion of agreed service. Tech also has full legal rights to pursue agreed payment from customer if agreed payment is not received in full.
9. Tech has the right to refuse all customer requested refunds for any reason not stated in this agreement. Tech may provide discounts or service credit to customer in extenuating circumstances, but tech fully reserves the right to decide whether or not to do so.

**Customer understands and agrees to the above stated service agreement: YES      NO**

**Printed Name:**

**Sign Name:**

**Date:**

**My Guarantee:** If I can't fix\*\* your technical issue(s) no payment will be collected\*. Tech will give best effort proof of any/all fixes. These will be included and provided to customer prior to any\* service charge invoices are sent and prior to device being returned to customer.

\*Some restrictions may apply: If parts and software are part of the customer agreed service and were already collected, they will not be refunded. Shipping and handling or any and all travel fees that were collected will not be refunded.

\*\*Tech reserves the right to determine whether "fix" or services has been rendered and completed in accordance with the agreed upon service request.

Please contact tech at [RealRichardD28@gmail.com](mailto:RealRichardD28@gmail.com) with any and all questions and concerns prior to or after signing agreement.