



## **Terms and Conditions:**

**Client agrees to pay an on-site (in office or home office visit) service charge of \$170 for a maximum of two hours and \$20.00 thereafter for every 15 minutes increments OR \$65 an hour for remote connection and \$20.00 increments every 15 minutes .**

ComputicNet reserves the right to refuse service as well as to change fees and rates at any time without notice. Client agrees to pay ComputicNet for all charges at the time of service. Client agrees to release and hold harmless ComputicNet from any and all liability associated with the performance of service or the provision of parts, and acknowledges also that ComputicNet offers no explicit or implied warranty or guarantee on services performed or parts provided, other than the manufacturer's warranty.

Client agrees to release and hold harmless ComputicNet from all liability for damage or loss as well as any incidental or consequential material or financial damage or loss that may result from the actions of ComputicNet, its agents or service representatives, even if ComputicNet has been advised of the possibility of such damages. To the extent that a state does not permit the exclusion or limitation of liability as set forth herein, ComputicNet's liability is limited to the extent permitted by law in such states. Client grants ComputicNet, its agents and service representatives, access and permission to physically disassemble any and all computer systems, components, networks, and peripherals. Client grants ComputicNet, its agents, and service representatives, permission to perform modification to Client's home or office property for the purpose of installing or troubleshooting computer and networking hardware. Client grants ComputicNet, its agents and service representatives, permission to download and install software on Client's computer and network. Client grants ComputicNet, its agents and service representatives, permission to install hardware in Client's computer and network.

Client agrees that the service technician is an independent contractor whose services were arranged for by ComputicNet and that ComputicNet does not have control over the manner in which the technician performs his or her services.

ComputicNet strongly recommends that Client safeguard critical data by backing up said data prior to any services performed by ComputicNet. Unless specifically requested and provided as a paid service by ComputicNet, Client is responsible for any backup, archiving, or protective storage as well as restoration, if required, of Client's data. ComputicNet is a provider of billable on-site services. Neither the signing of this agreement nor the performance of services by ComputicNet implies availability of telephone technical support. This document constitutes the entire agreement.

