

PepTech, LLC Service Agreement

PepTech, LLC shall conduct its operations with honesty, reasonableness, and consideration towards the client's needs and expectations. The goal is to provide the highest quality of service and support, but specific results cannot be guaranteed.

1. DISCLAIMER

- a. Computer service/repairs are provided as a service. There may be circumstances under which the Client's computer/device cannot be repaired. It may need to be rebuilt or upgraded.
- b. Client acknowledges that the length of time required to service or repair their computer cannot be predicted with certainty. The Service Provider will make reasonable efforts to expedite the process, but factors such as the complexity of the issue, availability of parts, and unforeseen circumstances may affect the timeline. The Client agrees to exercise patience and understanding throughout the service process.
- c. Client understands that in the process of working on the Client's equipment, there is a potential for data loss. The Client agrees to have made the necessary backups of data so that, in the event of such loss, the data can be restored. PepTech LLC will not be responsible for data loss however backing up data is offered as a service.
- d. For the purpose of providing technical services, the Client agrees to provide the Service Provider with access to relevant accounts, including but not limited to usernames, passwords, and any other necessary credentials. If unavailable PepTech can reset for the purposes of performing service. The Client acknowledges that by providing such access, they are authorizing the Service Provider to access and modify the relevant systems and accounts solely for the purpose of performing the agreed-upon technical services. The Service Provider agrees to maintain the confidentiality and security of any provided credentials and to use them only for the purpose outlined in this agreement. Passwords may be securely stored for future use by the Client.

2. BILLING TERMS

- a. Tech services/repairs are billed onsite verbally and/or stated on the invoice (if requested). Receipts can be emailed by request.
- b. The most common services are charged an hourly flat rate of **\$150 with a 1 hour minimum**. All in-home or onsite appointments will be charged the minimum rate of \$150 + the standard rate for any time exceeding the hour.

- c. For cable bill negotiations, customers will be billed **25% of the annual savings for one year or \$100** (whichever is greater). See Liability clause 4g..
- d. Products purchased by PepTech, LLC for a customer are subject to a 10% surcharge

3. PAYMENT TERMS

- a. Full payment is due upon completion of services, upgrades, or repairs.
- b. PepTech, LLC accepts cash, checks, Venmo, Paypal, and credit cards (3% fee).
- c. Late invoices are subject to a 1.5% interest fee for each month after the due date.

4. LIABILITY

- a. Service(s) are provided in an effort to fix, upgrade, or otherwise repair the computer system(s) for which the client requested such service(s).
- b. PepTech assumes no responsibility for defective products or product integrations with third party OEMs
- c. Your security and privacy is of utmost importance. Information will not be shared or used outside of what is necessary to complete the service requested by the client including passwords,
- d. PepTech, LLC assumes no responsibility for viruses, malware, or password breaches.
- e. In the case of accidental damage of data to your system or data loss caused by already existing problems in your system such as viruses, bad configured software, or hardware problems/failures, Client agrees to hold PepTech, LLC harmless from damages resulting from such problems.
- f. PepTech, LLC will not be held responsible for purchased products that are defective or past the item return date.
- g. PepTech is not responsible for connectivity issues or subsequent service interruptions with internet providers, only setup, troubleshooting, and rate reductions.

5. REPAIRS & SERVICE GUARANTEE

- a. All services and repairs are guaranteed for seven (7) days from the completion /acceptance date on the service order (with the exception of defective products, software integrations, or unfixable scenarios).
- b. Support will be provided for problems to be resolved from the agreed upon service. After seven (7) days from the completed service date, PepTech, LLC will no longer offer support free of charge.

Customer Signature: _____ Date _____