



# HOME SUPPORT - SERVICE AGREEMENT

By signing this form you are officially acknowledging that you have read, understood and agreed to the conditions and terms listed below.



SpeedGeek bills on an hourly basis and not by task, estimate or any prediction made by the technician or customer. Payment is not subject to the technician's performance or your acknowledgment of job completion, but only to the amount of time spent on-site. All on-site services are performed with a billing minimum of 1 hour. After the initial hour, work will be billed in 5 minute increments.



SpeedGeek's services are presented "as is" and do not conform to any manufacturer warranty or company policies. By signing this document you agree that SpeedGeek and its individual technicians are not responsible for your hardware, software, personal files or data. Acquiring software and obtaining legal licenses for applications, programs and services are your sole responsibility.



All SpeedGeek agents are signed to a binding confidentiality agreement and we value all our customers discretion at all times. Your information, files, passwords or identity would not be divulged from our records without your written consent.



Due to traffic conditions, public transportation, weather and prior engagements you must allow your technician a one-hour margin past your appointed scheduled time. You may cancel an appointment at any time up to 6 hours before the appointment scheduled start time. Cancelling an appointment later than that period would impose a charge for the first hour of work (\$120).



Our hourly rate for Home support currently stands at **\$120 per hour/per agent**. Payment must be made either on-site or within 21 days of service, otherwise subject to a 3% late fee per month. Our preferred payment methods are cash & checks but we also accept credit card payment / PayPal / Chase Quickpay, Venmo and Google Wallet transfers. After-hours work (7pm - 7am) will be billed at \$150 per hour.



SpeedGeek reserves the right to bill for any remote service, consultation or advice given over the phone or e-mail on an hourly basis at the rate of \$50 per 30 minutes. We also reserve the right to bill for additional staff working side by side with an agent on-site or remotely.

NAME:

SIGNATURE:

DATE: