



## SERVICE AGREEMENT

### 1. DISCLAIMER

- 1.1 MiddleTech only provides upgrade, setup, assembly, repair, maintenance, training, or consultation that is requested by the client.
- 1.2 Requested setup, assembly, upgrade, repair, maintenance, training, or consultation is performed as a service.
- 1.3 The length of time that a service will take cannot be precisely predicted; services will be provided with respect, integrity, and efficiency - clients' time and resources will be valued and used/treated with discretion.
- 1.4 Client accepts that service on computer/tablet/smart phone involves the risk of data loss and assumes the responsibility for backing up data that client wants protected from that risk. MiddleTech will not be responsible for the loss of clients' data.
- 1.5 Client authorizes use of any tools or software deemed necessary or appropriate by MiddleTech in order to perform the requested service(s).

### 2. BILLING TERMS

- 2.1 Service provided by MiddleTech will be billed at an hourly rate of \$85/hr. There is a one hour minimum. After the first hour, each additional quarter hour will be charged at a quarter of the hourly rate.
- 2.2 As stated before, the length of time that a service will take cannot be precisely predicted; any estimate provided is not a guarantee.

### 3. PAYMENT TERMS

- 3.1 Full payment is due upon completion of service(s).
- 3.2 If service requires the purchase of parts and/or software, cost of parts and/or software will have to be paid in advance.
- 3.3 Accepted forms of payment: Cash, check, debit or credit card, Zelle, Venmo, Cashapp.

### 4. LIABILITY

- 4.1 Services are rendered at the request of the client, and the client assumes all risk of potential damage or data loss.
- 4.2 MiddleTech will not be responsible for the loss of clients' data, nor damage to the clients' property; all services will be rendered with respect and integrity, and every reasonable precaution will be taken to protect clients' data and property.

### 5. SUPPORT

- 5.1 MiddleTech is intent on providing quality service.
- 5.2 Client can ask follow up questions pertaining to a service, preferably via text or email.

#### Notes:

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I hereby agree to the above terms and authorize MiddeTech to perform requested services/repairs. I also agree to the terms and conditions within this Agreement.

Signed:

Date: / /

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