

Pricing Terms and Agreement

I/We, _____, ("CLIENT") agree to the following terms for services rendered by Reliable Geeks, ("Reliable Geeks").

Payment Terms:

CLIENT agrees to pay a basic site visit fee of \$50.00 for Reliable Geeks to come to the CLIENT's location to start the service call. In addition, for service performed in a residential setting, CLIENT agrees to pay a service charge of \$22.00 per quarter hour for time spent by Reliable Geeks at CLIENT's site. For service performed in a commercial setting, CLIENT agrees to pay a service charge of \$110.00 per hour with a minimum 1-hour service charge, and thereafter billed in half-hour increments of \$55.00 each. The \$50.00 basic visit fee is not credited towards your service charge and is due regardless of the outcome of service. The minimum charge for In-Home Service is \$72.00 (basic visit fee plus minimum quarter hour service charge). The minimum charge for In-Office Service is \$160.00 (basic visit fee plus minimum one-hour service charge). Reliable Geeks reserves the right to refuse service as well as to change fees and rates at any time without notice.

Reliable Geeks does not provide billing services to clients. CLIENT agrees to pay Reliable Geeks for all charges at the time of service.

Release of Liability:

CLIENT agrees to release and hold harmless Reliable Geeks from any and all liability associated with the performance of service or the provision of parts, and acknowledges also that Reliable Geeks offers no explicit or implied warranty or guarantee on services performed or parts provided, other than the manufacturer's warranty. Further:

1. CLIENT acknowledges that due to the nature of the services being performed, there is potential risk of damage or loss including, but not limited to, damage to CLIENT's home, office, computer hardware, cabling, hubs, routers, switches, peripherals, accessories, and furniture, as well as potential risk of damage, corruption, or loss of computer software, applications, data, and data storage media.
2. CLIENT agrees to release and hold harmless Reliable Geeks 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 Reliable Geeks, its agents or service representatives.
3. CLIENT grants Reliable Geeks, its agents and service representatives, access and permission to physically disassemble any and all computer systems, components, networks, cabling, hubs, routers, switches, peripherals, and accessories.
4. CLIENT grants Reliable Geeks, its agents and service representatives, access, security rights, and permission to open, view, modify, edit, delete, or otherwise manipulate CLIENT's computer software, applications, data, and data storage media including, but not limited to, the computer Operating System, word processing, spreadsheets, databases, workflow, graphics, audio, video, system drivers and libraries, and any other type of software or data that may be contained on CLIENT's computer system or network.

5. CLIENT grants Reliable Geeks, its agents and service representatives, permission to physically access CLIENT's home or office property where CLIENT's computer system and/or network resides.

6. CLIENT grants Reliable Geeks, 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/or networking hardware, cabling, hubs, routers, switches or peripherals. Modification may include such practices as drilling through or disassembling furniture, walls, floors, carpet or trim, laying and removing cabling and devices including affixing cabling and devices to furniture, walls, floors, or trim, using nails, screws, staples, hangers, or plastic ties.

7. CLIENT grants Reliable Geeks, its agents and service representatives, permission to download and/or install software on CLIENT's computer and/or network, including but not limited to, virus scanners, diagnosis and repair utilities, drivers, libraries, and software requested to be installed by CLIENT.

8. CLIENT grants Reliable Geeks, its agents and service representatives, permission to install hardware in CLIENT's computer and/or network, including but not limited to, memory chips, processor chips, cooling fans, batteries, hard drives, tape drives, storage devices, modem and communication devices, audio and video cards, network interface cards, hubs, routers, switches, printers, scanners, cables, and any other hardware requested to be installed by CLIENT.

9. Reliable Geeks strongly recommends that CLIENT safeguard critical data by backing up said data prior to any services performed by Reliable Geeks. Unless specifically requested and provided as a paid service by Reliable Geeks, CLIENT is responsible for any backup, archiving, or protective storage as well as restoration if required, of CLIENT's data. Reliable Geeks is a provider of billable on-site services and does not offer or provide telephone technical support. Neither the signing of this agreement nor the performance of services by Reliable Geeks implies availability of telephone technical support. This document constitutes the entire agreement between CLIENT and Reliable Geeks. No other agreement, whether verbal or written shall be in effect except if agreed to and authorized in writing.

By signing below, CLIENT indicates that he/she has read and understands, and agrees to the terms of this Payment Terms and Release of Liability form, which is kept on file at the offices of Reliable Geeks.

Signature and Date

Printed Name

Street Address

City, State, Zip