



# BUSINESS SUPPORT SERVICE AGREEMENT

By signing this form, you are 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.



Please 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). We may bill for additional traveling expenses and time for service at locations that are beyond our designated work area.



Business hourly rate currently stands at **\$160 per hour/per agent**. Payment must be made either on-site or within 31 days of service, otherwise subject to a 3% late fee per month. Our preferred payment methods are Venmo, Zelle, cash & checks but we also accept credit card payment & bank transfers with any transfer or credit card fees being covered by the payee. After-hours work (8pm – 8am) will be billed at **\$200 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 **\$60 per 30 minutes**. We also reserve the right to bill for additional staff working side by side with an agent on-site.

NAME:

COMPANY:

DATE:

SIGNATURE:

**SPEEDGEEK – Personal Computer Care**

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