

Terms of Service Agreement

Effective Date: January 1st, 2025

Remote Service Terms

Remote Service is provided by HindSight Technologies™ (HSTech4u2) to allow our Technical Support Representatives to assist you remotely. Please read the following terms carefully before accepting.

I. Scope of Service

1. Nature of Service

- You have requested the assistance of a Technical Support Representative through a remote connection to your computer. This connection accelerates the resolution of technical issues.
- By requesting such assistance, you grant HSTech4u2 the right to:
 - Connect to your computer remotely.
 - Download and use software for diagnostic or repair purposes.
 - Gather system data and modify computer settings as necessary.
 - Take control of your computer to perform the services.

2. User Responsibilities

- Close any confidential or personal files before allowing remote access.
- Understand that deposits or charges incurred during remote sessions are non-refundable and non-transferable to other repair services.

3. Session Charges

- Each remote service session is considered a separate event and charged independently.
- Standard labor rates apply unless explicitly waived by the technician.
- All bills must be paid upon the session's completion.

4. Liability Disclaimer

- HSTech4u2 is not responsible for any loss, damage, or harm related to the services provided unless caused by gross negligence or willful misconduct.
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II. Privacy Policy

1. Data Handling

- HSTech4u2 does not save client data or files after a remote session ends.
- Files transferred for analysis will be erased post-session.

2. Collected Information

- Statistical and technical data may be collected during sessions, including:
 - Session ID, log, and timestamps.
 - Computer specifications (e.g., make, model, OS version).
 - System profiles (e.g., running processes, hard drive space).
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III. Data Backup

1. Client Responsibility

- HSTech4u2 does not provide data backup or restoration services.
- Customers must back up their data before requesting services.

2. Disclaimer

- HSTech4u2 is not responsible for data loss or corruption under any circumstances.
 - Files and software may be deleted as part of the repair process if deemed necessary.
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IV. Limitation of Liability

1. Warranty Disclaimer

- HSTech4u2 disclaims all implied warranties, including merchantability and fitness for a particular purpose.

2. Liability Limits

- HSTech4u2's total liability is limited to the amount paid for the service or the value of the accessed products, whichever is greater.
 - HSTech4u2 is not liable for special, indirect, or consequential damages resulting from loss of data, use, or profits.
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V. Late Fees

1. Fee Policy

- A late fee of \$50 per month will be applied to any outstanding balances as of the invoice due date.
 - Late fees accrue monthly until the balance is paid in full.
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Acknowledgment

By accepting these terms, you:

- Represent that you are over 18 years old and have the authority to agree to these terms.
- Consent to be bound by these terms on behalf of yourself and/or your employer.
- Acknowledge and agree to the terms outlined above, including liability disclaimers and payment obligations.

If you do not agree to these terms, you will not receive remote access services.

**BY SIGNING THIS DOCUMENT, YOU AGREE TO ALL THE TERMS AND CONDITIONS.
PLEASE SIGN, PRINT, AND DATE BELOW.**

Business Name

HindSight Technologies

Signature

Pamela Hinds, CEO

Print Name

Print Name

Date

Date