

Tech Neighbor Service Agreement

Effective Date: September 30, 2026

This Service Agreement is between the customer identified in the service request and the adult legal operator of Tech Neighbor identified in the Tech Neighbor Terms Of Service ("Tech Neighbor"). It applies to each appointment or service requested by the customer.

1. Customer and Service Information

The customer may be asked to provide only the information reasonably needed to respond to the request and arrange service such as:

- Full name;
- Email address or phone number;
- Preferred contact method;
- Requested appointment date or time;
- Device type and, if helpful, its brand or model; and
- A brief description of the requested service or problem

Customers should not enter passwords, verification codes, Social Security numbers, financial account information, medical information, or other highly sensitive information in the service-request form.

2. Customer Authority

The customer confirms that they own the device or have permission from its owner to authorize the requested service. The customer must not request access to another person's device, account, files, or communications without permission.

Tech Neighbor will not bypass device locks, account security, parental controls, licensing restrictions, or other security protections.

A customer under 18 must have permission from a parent or legal guardian. The parent or legal guardian must complete or approve the service request and this Agreement on the minor customer's behalf.

3. Service Scope and Final Approval

The initial service request describes what the customer would like help with, but it does not authorize unlimited work or work at an unknown price.

After an initial assessment and before paid work begins, Tech Neighbor will provide:

- A description of the work Tech Neighbor proposes to perform;
- The standard price for that work;
- Any introductory discount that applies; and
- The final price after the discount.

The customer must approve both the proposed work and the final price before service begins. Most standard services are expected to cost between \$20 and \$40 depending on complexity, but that range

is not a guaranteed price. New customers receive 50% off their first completed service, so most qualifying first services will cost \$10–\$20. The introductory discount is limited to one completed service per customer and cannot be combined with another offer.

Tech Neighbor will not perform additional work that increases the approved price without first receiving the customer's approval. Work outside Tech Neighbor's abilities or involving hardware repair, data recovery, unsafe activity, or unlawful activity may be declined or referred to another provider.

4. On-Site and Off-Site Service

Service may be provided while the customer remains with the device or, when separately approved in writing, Tech Neighbor may take temporary custody of the device to complete the approved work at another location.

Whenever reasonably practical, service will be completed while the customer remains with the device. Off-site service is optional and will not occur without the customer's written authorization and the approval and supervision of Tech Neighbor's adult legal operator.

Before a device leaves the customer's possession, Tech Neighbor and the customer will complete a Device Intake and Off-Site Authorization record. That record will identify the device, visible pre-existing condition, accessories provided, approved work and price, handoff date and time, expected return arrangements, and customer contact information. Both the customer and Tech Neighbor's adult legal operator will receive or have access to a copy.

The customer authorizes Tech Neighbor to transport the device between the agreed handoff location and the secure work location controlled by Tech Neighbor's adult legal operator. Tech Neighbor will use reasonable care while handling, transporting, and storing the device, keep it in a reasonably secure location with access limited to people who need it for the approved service, and avoid leaving it in an unsecured public location or unattended vehicle.

Tech Neighbor will promptly notify the customer if the device is lost, stolen, materially damaged, or reasonably suspected of unauthorized access while in Tech Neighbor's custody. Custody ends when the device and recorded accessories are returned to the customer or another adult the customer authorized in writing.

The customer should enter their own passwords, verification codes, payment information, and other private information whenever possible. If off-site work requires device access, the customer and Tech Neighbor should use a temporary device passcode or temporary local user account when the device supports one. The customer should not provide a primary account password or verification code and should change or remove any temporary access method after the device is returned.

Tech Neighbor will only access settings, apps, accounts, or files reasonably necessary to perform the work the customer approved.

5. Backups, Data, and Changes

The customer is responsible for backing up important files before service begins. Tech Neighbor will request permission before intentionally deleting apps, files, downloads, photographs, or other customer data.

Technology work can involve unexpected software errors, device failures, compatibility problems, or data loss. Tech Neighbor will use reasonable care, but does not guarantee that data can be preserved or recovered or that every problem can be diagnosed or fixed. Tech Neighbor is not responsible for data loss caused by pre-existing file corruption, malware, operating-system failure, software crashes, hardware failure, or other conditions outside the approved work, except to the extent responsibility cannot legally be limited.

The customer should close or protect private files, messages, photographs, financial information, health information, and other sensitive material before service begins whenever possible.

6. Third-Party Software and Services

The customer is responsible for reviewing and accepting the terms, privacy policies, prices, subscriptions, and permissions of any third-party app, website, manufacturer, internet provider, or other service.

Tech Neighbor will not purchase a product or paid subscription, create a paid account, or agree to a third party's terms on the customer's behalf without the customer's approval. Any approved third-party charge is separate from Tech Neighbor's service price unless the customer is told otherwise in writing.

7. Payment

Payment is due when the approved service is completed or, for off-site service, no later than when the device is returned, unless another arrangement is approved in advance. The customer is responsible only for the approved service price and any separately approved expenses.

If the customer approves paid diagnostic or troubleshooting work, the agreed charge for work actually performed remains due even when the issue cannot be completely resolved. Tech Neighbor will identify any paid diagnostic work before it begins.

When practical, the customer will have a reasonable opportunity to test the specific function addressed before final payment. A signed completion record may document the work performed and the customer's opportunity to test it. Nothing in this provision waives any right that cannot legally be waived.

Charges for approved labor that has already been performed are generally non-refundable simply because the customer changes their mind, except when Tech Neighbor agrees to a refund or applicable law requires one. If Tech Neighbor cannot perform approved paid work, the customer will not be charged for work that was not performed.

If the customer believes a charge is incorrect or that a service was not provided as agreed, the customer should contact Tech Neighbor promptly so the issue can be reviewed. Tech Neighbor may request reasonable information needed to identify the transaction and investigate the dispute. Tech Neighbor may use relevant service records, approvals, communications, completion records, and payment records when responding to a billing or payment dispute. Nothing in this section limits any refund, cancellation, payment-dispute, or other consumer right that cannot legally be waived.

If the customer asks Tech Neighbor to stop work, the customer remains responsible for the agreed price of work already completed and any pre-approved expenses already incurred before the stop request was received.

8. Results and Limitations

Tech Neighbor provides general technology assistance and does not guarantee that every issue can be diagnosed or fixed. Results may depend on the condition of the device, hardware health, account access, internet access, operating-system limitations, software compatibility, paid licenses or subscriptions, and third-party apps or services. Some problems may require assistance from a device manufacturer, software developer, internet provider, authorized repair shop, or another specialist.

If the same issue returns within seven calendar days after service, the customer may contact Tech Neighbor for review. If Tech Neighbor determines that the issue is the same issue and resulted from the specific work performed, Tech Neighbor will make a reasonable correction without an additional labor charge. This limited follow-up does not cover new or unrelated problems, new malware, customer or third-party changes, newly installed software, changed settings, hardware failure, third-party outages, software or operating-system updates, paid software or subscription costs, or work performed by someone else.

Any information provided is general technology assistance and is not legal, financial, medical, or professional cybersecurity advice.

The additional limitations, customer responsibilities, and terms stated in the Tech Neighbor Terms of Service also apply to this Agreement.

9. Appointments and Meeting Locations

Services are provided by appointment and are subject to scheduling and availability. Appointments may be arranged at the Macon County Public Library or another location approved by Tech Neighbor and the customer.

The Macon County Public Library is only a possible public meeting location. It does not sponsor, supervise, recommend, employ, or assume responsibility for Tech Neighbor or its services.

10. Refusal or Ending of Service

Tech Neighbor may decline, suspend, or end service as described in the Terms of Service, including when a request is unsafe, unlawful, outside Tech Neighbor's abilities, or inconsistent with this Agreement.

When reasonably possible, Tech Neighbor will explain why service is being ended. Service may be ended immediately when reasonably necessary for safety, security, or legal reasons.

11. Electronic Acceptance

By selecting the required agreement checkbox and submitting the service request, the customer confirms that:

- The information provided in the request is accurate to the best of the customer's knowledge;
- The customer has authority to request service for the device;
- The customer has read and agrees to this Service Agreement and the Terms of Service;
- The customer acknowledges the Privacy Policy; and
- The customer intends their electronic submission to show their agreement.

Submitting this Agreement does not authorize Tech Neighbor to begin paid work until the customer separately approves the proposed work and final price.

Tech Neighbor will provide or make available a copy of the accepted Agreement to the customer.

12. Contact

Questions about this Agreement may be sent to:

Email: techneighborsupport@gmail.com