

Website Terms

Effective date: September 30, 2026

These Terms of Service govern your use of the Tech Neighbor website and your requests for services. Tech Neighbor is operated by James Thurmond. By using this website or requesting an appointment, you agree to these Terms.

1. Services

Tech Neighbor provides one-on-one assistance with phones, computers, apps, settings, and similar software assistance needs.

Available services may change at any time. Tech Neighbor may decline work that is unsafe, unlawful, outside its abilities, or requires access the customer is not authorized to provide.

2. Estimates, Payment, Refunds, and Disputes

Most standard services are expected to cost between \$20 and \$40, depending on complexity. This range is not a guaranteed price.

New customers receive 50% off their first completed service. For most standard services, the discounted first-service price will therefore be \$10-\$20. The introductory discount is limited to one completed service per customer and cannot be combined with another offer.

After assessing the issue, Tech Neighbor will explain the recommended work, the standard price, and any applicable discount. The customer must approve the final price before paid work begins. Additional work requiring a higher price will not be performed without the customer's approval.

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.

Payment is due when the approved service is completed unless another arrangement is agreed to in advance. 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.

3. Appointments and Availability

Services are available by appointment and are subject to scheduling and availability. Tech Neighbor may reschedule or cancel an appointment when necessary at any time.

Customers should provide reasonable notice when canceling or rescheduling. Repeated missed appointments may result in future appointment requests being declined.

4. Customer Authorization

By requesting service, the customer confirms that they own the device or have permission from its owner to authorize the requested work.

Customers must not request help accessing 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.

Customers under 18 must have permission from a parent or legal guardian.

5. Passwords and Private Information

Customers should enter their own passwords, verification codes, payment information, and other private information whenever possible. Tech Neighbor will never share or reveal a customer's password or verification code.

Customers should remove or protect highly sensitive information before providing a device for service.

6. Files, Storage and Backups

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

Tech Neighbor will use reasonable care, but technology work can involve unexpected errors, device failures, software problems, or data loss. Data recovery and successful repair are not guaranteed. 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.

7. Results and Warranties

Tech Neighbor 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 the device manufacturer, software developer, internet provider, authorized repair shop, or another specialist to assist with device-related problems.

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.

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.

8. Third-Party Products and Service

Tech Neighbor is not responsible for the availability, pricing, policies, security, or performance of third-party apps, websites, manufacturers, internet providers, or other services.

Customers are responsible for reviewing and accepting any third party's terms before creating an account, installing software, or purchasing a product.

9. Meeting Locations

Appointments may be arranged at the Macon County Public Library or another approved public location. The library is only a meeting place and is not affiliated in any way with Tech Neighbor.

10. Website Information

Tech Neighbor aims to keep this website accurate, but information may occasionally be incomplete, outdated, or incorrect. Website content, services, price, availability, and these Terms may be updated when necessary.

11. Limitation of Responsibility

To the extent permitted by law, Tech Neighbor is not responsible for indirect or unexpected losses resulting from use of this website or from conditions that existed before service began.

Nothing in these Terms limits any responsibility that cannot legally be limited.

12. Privacy

Personal information submitted through this website will be handled according to the Tech Neighbor Privacy Policy. Tech Neighbor aims to collect only the information reasonably needed to respond to questions, arrange appointments, and provide requested services.

13. Changes to These Terms

These Terms may be updated as Tech Neighbor's services develop. The effective date at the top of this page will be changed when an update is published. Continued use of the website after an update means the new Terms apply going forward.

14. Governing Law

These Terms are governed by the laws of the State of North Carolina, without overriding any consumer right provided by applicable law.

15. Termination or Refusal of Service

The customer may ask Tech Neighbor to stop work at any time. The customer remains responsible for the agreed price of work completed, along with any pre-approved expenses already incurred, before Tech Neighbor receives the request.

Tech Neighbor may decline, suspend, or end service at its reasonable discretion, including when a customer violates these Terms, requests unsafe or unlawful work, behaves in a threatening or abusive manner, repeatedly misses appointments, fails to make an agreed payment, or requests work outside Tech Neighbor's abilities.

When reasonably possible, Tech Neighbor will explain why service is being ended and arrange for the safe return of any customer property in its possession. Service may be ended immediately when necessary for safety, security, or legal reasons.

Ending service does not remove any payment obligations or other responsibilities that arose before termination.

16. Contact

Questions about these terms may be sent to:

Email: techneighborsupport@gmail.com