



TECH MEDIC POLICIES

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355 Hope St. FL2 Unit 5

Providence, RI 02906

401-369-8108

help@techmedic.us

<http://www.techmedic.us>

ESSENTIAL POLICIES

a must-read!

COMMUNICATION

1. Please call 401-369-8108 anytime day or night.
2. Please email us at help@techmedic.us.
3. For brief communication, Jack Frazier is available via text at 401-743-2559.

WORK

1. Our normal operating hours are weekdays 8AM – 5PM.
2. Our standard billing rate for individuals & families is \$132 per hour.
3. Our standard billing rate for businesses is \$144 per hour.
4. Billable time for a given session is rounded up to the nearest 5 minutes.
5. Consultations of any form are billable if they exceed 1 minute in length.
6. Brief consultations are added to a client's tab. We usually defer invoicing until the balance exceeds \$50.
7. For emergency work and work outside of normal hours, we customarily charge time-and-a-half. For night work past 8pm & evening work on the weekends we charge higher premiums.
8. To visit, we charge a travel fee, based on your zip code. Most-commonly:

East Side 02906	Downtown 02903	Oak Hill 02860	Elmhurst 02908	Warwick 02888	Barrington 02806	Tiverton 02878
\$15	\$40	\$20	\$30	\$65	\$70	\$125

9. Work at our office is by appointment (we cannot accommodate walk-ins).

INVOICING & PAYMENT

10. We send invoices by email.
11. Payment methods - in order of preference: Venmo, check, cash, card.
12. Any balances unpaid for 60 days incur a 1.5%-per-month "overdue charge", counted from date of invoice.
13. In the case of a "no show" or cancellation less than 12 hours before the scheduled appointment, we may apply a fee of \$30 plus any applicable travel.

We appreciate you reading this. For the complete set of policies, read on!

DISCLAIMER OF LIABILITY FOR DATA LOSS

Due to the risks inherent in our work, we cannot be responsible for any loss or corruption of data that may occur during our service. Clients are advised to maintain regular and thorough backups of their data. We strongly recommend you verifying the integrity of these backups before any service is conducted.

If you need guidance as to how to verify the integrity of your own backups, please let us know.

By signing this agreement, you acknowledge that safeguarding your data is your own responsibility.

Client Name (printed): _____

Client Signature: _____

Date: _____

COMPLETE TECH MEDIC POLICIES

I. COMMUNICATION

Communication with Tech Medic may be billable depending on the length and needs of the conversation. Our primary forms of communication are as follows:

Phone:

Our current phone number is 401-369-8108

Please call anytime for most issues. Following the prompts, you can call individual staff, leave a voicemail, or alert us to an emergency (note: if you make an emergency request, any resulting work will come with an emergency fee – see below).

Email:

We can be reached via email via:

- help@techmedic.us - Any questions about scheduling or service
- jack@techmedic.us - Jack Frazier
- assistant@techmedic.us – Lorelei Yun
- dj@techmedic.us – DJ Foster
- josh@techmedic.us – Josh Tucker

Text:

Jack is available via text at 401-743-2559. Currently, we ask that text inquiries be brief and simple-to-respond-to, like:

- Logistics like *"I'm running 5 mins late"*
- Simple questions like *"What's my password to...?"*
- Simple scheduling that doesn't require strategization.

For emergencies that involve failures of key business systems, it makes sense to text – to reach us any way you can!

II. COLLABORATION

We generally work most-efficiently when collaborating with our clients. Working closely with you allows:

- Us to readily ask questions along the way – to get results that match your needs.
- While watching us work, you will often remember details to ask about.
- You can help control where we place attention getting more-focused results that match your budget.

- By being part of the process, when you get home, you'll be more familiar with any new aspects of your system.

III. PRIVACY & CONFIDENTIALITY

We pledge to respect your privacy – only viewing, copying, transmitting your data as necessary, to solve your problems.

Any passwords or other personal information that we store on your behalf we promise to safeguard to the best of our ability. Only with your explicit permission, will we knowingly share your personal information with third parties.

In order for any of our subcontractors to help you, we will share with them your contact information & general system information (excluding sensitive information unless you give consent).

Tech Medic requires each of its employees, interns and subcontractors sign a confidentiality agreement requiring that they respect your privacy & the confidentiality of your personal information.

IV. NO MINIMUM

Most companies in this field ask 1-2hrs of work to justify their visit. We prefer to address your needs exactly the amount you want & no more. Therefore, we do not ask for a minimum amount of labor to engage with our clients. If we can solve your needs faster than anticipated, that's ideal.

V. BILLABLE TIME

We feel it's important to keep our billing proportionate to the effort it takes to serve you. Therefore, billable time for a given session is rounded up to the nearest 5 minutes. For example, a 21 minute session is billed as 25 minutes. Rounding up helps cover some of the:

- communication to make & adjust appointments
- switching attention from one client to the next
- documentation after a session, like details about your equipment and future steps to consider

Short consultations via phone, email & text, over 1 minute are billable. We want to be there for you & answer your needs in a timely fashion, giving you our full attention. Knowing we can bill for short sessions keeps us happy to respond.

When working alone at our office - on your behalf, we count “hands on” time we are engaging with your equipment PLUS a proportion of any “monitoring time” - while waiting for processes to complete. For shorter processes, we might bill as much as 30% of the clock time & for longer processes, as low as 5% of the clock time.

VI. NORMAL LABOR

Our standard operating hours are weekdays 8AM – 5PM.

Our billing rate is \$132 per hour for:

- individuals
- families
- students
- non-profit businesses

Our billing rate is \$144 per hour for:

- home businesses
- small offices
- larger businesses

We offers grandfathered rates for many longtime clients.

Work requiring contracting of outside specialists may be billed at a higher rate.

VII. OUTSIDE NORMAL HOURS

We enjoy finding flexible ways to help our clients - at the times that work for them. In the following timeframes, we will charge a premium rate for our labor:

- LATE
 - Mon-Thurs evenings 5-8PM 1.5x rate
 - Mon-Thurs nights 8-11PM 2x rate
 - Mon-Thurs 11PM+ 2.5x rate
- EARLY
 - Mon-Fri before 8AM 1.5x rate
- WEEKENDS
 - Sat & Sun daytime 1.5x rate
 - Fri-Sun evenings 5-8PM 2x rate
 - Fri-Sun nights 8-11PM 2.5x rate
 - Fri-Sun 11PM+ 3x rate
- HOLIDAYS
 - Minor holidays 1.5x rate

- Major holidays 2x rate

VIII. EMERGENCY RESPONSE

We take pride in being there for our clients in times of need. To respond to client emergencies, priority requests, or rush jobs, we charge a premium rate for our labor. The premium rates are as follows.

- Without much adjustment to our existing schedule 1.5x rate
- Requiring cancellation of other appointments 2x rate
- Requiring larger sacrifices on our part 2.5x rate

The above emergency rates would likely be higher for work outside normal hours.

IX. TRAVEL FEES

To visit, we charge a travel fee, based on your zipcode. Most-commonly:

East Side 02906	Downtown 02903	Oak Hill 02860	Elmhurst 02908	Warwick 02888	Barrington 02806	Tiverton 02878
\$15	\$40	\$20	\$30	\$65	\$70	\$125

- Near Downtown 02903 \$30
- Benefit 02903 \$20
- Pawtucket 02860 \$25
- North Providence 02904 \$30
- Cranston 02905 \$40

Feel free to ask about the rate for your zip code.

X. ONSITE WORK

Many problems are best resolved onsite. The following factors can contribute to great results at your location:

- Our ability to handle issues with printers, networking, TVs & other household electronics.
- The possibility of a more-efficient diagnosis when we see exactly how you're using your equipment.
- The convenience that you don't have to disconnect equipment, travel

with it and then reconnect when you get back.

- You may think more clearly & retain our guidance better, when you're in your own context.
- We can give suggestions on proper ergonomics.
- We can answer questions for other employees or family members.

XI. IN-OFFICE WORK

You may prefer to bring work to us and tackle it together at the office.

Since we can't accommodate walk-ins, any work at our office is by appointment.

For many hardware repairs, working at our office allows us to have more tools & parts at our disposal.

Long processes are more-cost-effectively handled at our office like:

- system migrations
- data transfers
- virus disinfections

Many clients choose to dropoff equipment to us, to avoid travel fees. However, if helpful logistically, feel free to ask us to pickup or deliver equipment – we can usually accommodate.

XII. REMOTE WORK

Remote work is ideal for:

- small issues that are limited to a computer
- if we're far away geographically from each other
- when trying to limit close contact for health reasons

For remote sessions, we'll usually call you & then guide you to open Teamviewer and invite us to see your screen & move your mouse.

For remote help with printers, networking, & cabling issues, we can use FaceTime or Zoom to help you show us what's going on.

There are business clients that value our being able to remotely access & maintain key equipment 24/7 (usually servers). Let us know if that interests you.

XIII. INCREMENTAL WORK

Most of our work is done on an incremental basis, meaning that we use multiple shorter

sessions to solve problems more smoothly and cost-effectively.

Time between sessions is valuable, allowing some or all of the following:

1. Long computer processes can run their course.
2. You OR we can handle matters such as:
 - research
 - item ordering
 - correspondence with third parties
3. Any shipments can arrive
4. You can acquaint yourself with any adjustments made to your system.
5. You can discover and document fresh concerns that arise.
6. You can form your strategy for further tech work.
7. We can schedule the next session.

Given the complexities of computer systems, after any substantial work, it's almost guaranteed that something odd will arise in the following hours / days / weeks. That usually means there's just more work to be done in a followup session.

XIV. CLEAR MISTAKES ON OUR PART

If, after some recent work with us, a problem arises that you really think we should have avoided, let us know. To know why something happened isn't always straightforward.

If we determine that:

- an error, oversight or misjudgment on our part could have been realistically avoided
- AND it is realistically-likely that our mistake led to a malfunction, setback or harm to you...

We will do additional work to "make it right" to the best of our ability. The work to resolve that issue and any necessary travel would be free of charge.

There are situations where our responsibility for causing harm is less-certain. In those instances, we may share the burden of making things right by doing additional work at a discounted rate.

XV. FLAT-RATE WORK

Though the majority of our labor is billed hourly, some well-defined tasks can be quoted as flat-rate. The following have standard prices:

- thorough virus disinfections
- destruction of data on a drive
- upgrading hard drives to faster / more-reliable solid state drives

Other flat rate work requires a small amount of assessment to give a solid quote, with that effort generally billed at normal rates:

- laptop battery replacement
- laptop screen replacement
- logic board / motherboard replacements
- data recovery from failing hard drives (via third party companies)

Quotes given are limited in scope & don't cover attention to other topics. At pickup and dropoff, a couple minutes of consultation - specific to the procedure, is included in the flat rate cost.

We offer a guarantee on flat rate work - for you to see the job was completed successfully. If you bring an issue to our attention within 25 days, and we determine that there are defects in our work or in the parts we supply, we will resolve that free of charge. Exceptions are:

- virus disinfections get a 5-day guarantee that the virus doesn't recur (since some people's habits lead them to reinfect themselves)
- if after a disinfection, we find your OS is corrupted or your data is still locked up by ransomware, the work to address that would be at standard rates.

New parts often come with a 3-12 month warranty. Most used parts we buy on your behalf don't come with a warranty. If a warranty replacement becomes needed 30 or more days after repair, any Tech Medic assessment or labor would be billable.

XVI. INVOICING

Brief sessions are added to a client's tab, and usually invoiced when the total is above \$50. We'd rather trust that "you're good for it" than to be invoicing & processing small payments.

We send invoices by email. If you value us mailing you a paper invoice, we will charge a \$3 fee to send it by postal mail. Let us know and we can note that preference in our system.

XVII. PAYMENT METHODS (in order of preference):

Venmo: It works with most banks and is *relatively* easy to setup. Once setup, it's very

easy to use & free. Feel free to call with questions about setting up Venmo.

Checks: The mailing address for checks is: 355 Hope St. FL 2 Unit 5, Providence, RI 02906. Bounced checks incur a \$15 charge + any fees from our bank.

Cash: feel free to ask for a 5% discount.

Cards: We take major credit cards - with a 3% surcharge to cover our fees. An exception: when we're taking a deposit over the phone to order parts for a hardware repair, there is no surcharge.

XVIII. PAYMENT TERMS:

We may ask for payment at the end of any work session, especially if you're a newer client.

Any balances unpaid for 60 days incur a 1.5%-per-month "overdue charge", counted from date of invoice. Any balances unpaid for 180 days may be referred to collections, with all associated fees payable by the client.

For larger projects, we commonly require pre-payment for parts we provide and/or at milestones along the way.

XIX. CANCELLATIONS

Appointment cancellations less than 12 hours before a scheduled appointment (or "no shows"), incur a fee of \$30.

Any unfortunate travel would incur the normal fee.

XVI. ACQUIRING PARTS

To get you the right parts at the right time, we either:

- consult with you to help order for yourself
- order for you (charging for the associated labor to order, receive & unpack the item – usually 10-20mins)
- meet you at a retail location (like Best Buy) to help you efficiently get the right item
- buy for you at retail
- provide parts from our inventory

When acquiring parts on your behalf (especially for new clients) we take a deposit that's 100% of the part cost OR 50% of the total project cost.

XX. WARRANTIES

Labor:

Though we do not warranty our labor, we do recognize that if we make a mistake, we will work to remedy the situation for a discounted rate or for free (depending on the relative impact of our mistake).

Some problems are difficult to isolate, requiring guesswork. Other procedures are inherently “risky” to data or other hardware. These situations may justify negotiating (between Tech Medic & you) to share some proportion of the risk & associated cost - if it doesn’t go the way we both hope.

New Parts From Us:

Within 30 days of sale, we'll handle returns free of charge. After 30 days, we can usually provide purchase information that would allow you to pursue repair or replacement under warranty with manufacturer OR you can pay us at normal rates to handle the warranty process for you. Sometimes, as a courtesy, it's possible for us to give a loaner part until the original part is replaced.

Used Parts From Us:

We customarily provide a 30-day warranty of our own on used parts or systems that we refurbish & sell. That warranty can usually be upgraded to a 90-day warranty for a 10% premium to the cost. Within the warranty period, if such hardware is found to be defective, it would be replaced, repaired or refunded. Exceptions to this would be if the defect was due to mishandling or accident.

Software:

Because there are so many ways that software can become corrupt, we cannot warranty the function of software. We can however, warranty the validity of software licenses we sell.

XXI. ABANDONED EQUIPMENT

Some clients forget about their items, have trouble paying their bill, move away or change their contact information. In these instances, we will try multiple times to contact them. If, after 180 days, they are still unresponsive or unwilling to claim their equipment (& settle any account balance with us), we reserve the right to claim ownership of the abandoned equipment.

XXI. TWO TECHNICIANS

When two technicians are working simultaneously for you, we'll negotiate an appropriate rate:

- if they're able to work efficiently in parallel 2x rate
- if they're collaborating on a single task 1.5-1.75x rate
- if trainees are helping a technician on a job 1-1.25x rate

By signing this agreement, you acknowledge that you have read and understand the above policies.

Client Name (printed): _____

Client Signature: _____

Date: _____