

## **INFO FOR TECH MEDIC CLIENTS**

We support Macs, PCs, and mobile devices. We offer on-site visits, appointments at our East Side office, and remote help by phone or screen-sharing. We are a consulting and repair service, not a retail shop, so help is by appointment.

Book at 401-369-8108 or: <https://techmedic.us/book>

Before any work on your system, please ensure your important data is backed up. If you'd like help with that, we can make it the first priority.

Commonly, jobs span a few shorter sessions, whether we're waiting for a longer process, a part to arrive, or you need some time after an adjustment to see what needs more attention. During a session, while waiting for something to complete, we're happy to look at other devices or answer questions. Depending on your capabilities and inclination, we can guide you to handle some steps yourself.

Our standard rate is \$144/hr, billed in 5-minute increments. For well-defined projects, flat-rate quotes may be available following an initial assessment. Evening, weekend, or priority work is typically 25-50% higher. Travel charges vary by zip code.

When you reach out for guidance by phone, text, or email, exchanges lasting 1 minute or more are billable. For established clients, we keep a running tab — usually invoiced when a larger project comes along, when it exceeds \$50, or at year-end.

Clients commonly pay by check, Venmo, Zelle, or credit card (3% fee).

Serving greater Providence since 2002 — we look forward to being there for you!